

# **TRICARE Outpatient Satisfaction Survey (TROSS)**

## **Army**

# **Annual Report**

**May 2008 – April 2009**

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**Section 1:**  
**Executive Summary and Key Findings**



## **Executive Summary and Key Findings**

### **Executive Summary**

The TRICARE Outpatient Satisfaction Survey (TROSS) reports on experiences of beneficiaries who receive outpatient care from the Military Health System Direct Care (DC) military treatment facilities (MTFs) and through its civilian network of providers, also known as Purchased Care (PC).

The survey includes questions from the Clinician and Group Consumer Assessment of Healthcare Providers and Systems (C&G CAHPS®) survey instrument where adults and sponsors of children are asked about either their or their child's recent experiences as an outpatient, specifically focusing on: (1) access to care, (2) doctor or provider communication and courtesy, (3) effectiveness of the clerks/receptionists at the doctor's office, and (4) overall satisfaction with TRICARE. Administration guidelines follow the most current instructions from the CAHPS Quality Assurance Guidelines.

The 2009 Direct Care network had 22.8 million encounters. The 2009 Direct Care sample consisted of 293,195 TRICARE beneficiaries receiving care at military treatment facilities (MTF)s. Of the total number sampled, 43,178 responded to the mail survey for an overall Direct Care AAPOR response rate of 16.3%. The Direct Care report is broken out by Service and includes further breakouts by military treatment facility.

This report summarizes the satisfaction of beneficiaries who received care at Army MTFs between May 1, 2008 and April 30, 2009. Statistical comparisons to the 2009 Direct Care Civilian Benchmark are provided. For the Army MTFs, 137,705 beneficiaries received a survey and 18,411 beneficiaries responded. The AAPOR response rate for the Army was 15.1%. Details on the full survey are included in Appendix A: Methodology Report.

The 2009 Civilian Benchmark is derived from a random sample selected from Synovate's Consumer Opinion Panel, which is a cross-section of American households. The panel members complete the same questionnaire used on the TROSS. The results of the Civilian Benchmark survey are adjusted to match the beneficiary population in terms of gender, age, and type of care.

## Highlights of Results

**Military Health System Overall:** For both of the key indicators of satisfaction (*Overall rating of health care* and *Overall rating of provider*) the MHS is significantly different from the MHS Wide Civilian Benchmark. Fifty percent (50%) of MHS beneficiaries rated their health care with a 9 or 10, compared with 53% of Civilian respondents rating their overall health care with a 9 or 10. Eight-six percent (86%) of MHS beneficiaries rated their provider with an 8, 9, or 10, compared with Civilian respondents, of whom 83% rated their provider with an 8, 9, or 10. MHS satisfaction is significantly higher than MHS Wide Civilian Benchmark for all CAHPS Composites: *Access to Care*, *Doctors Communicate*, and *Office Staff*. MHS satisfaction is also significantly higher than the MHS Civilian Benchmark for *Timely appt for routine care* and *Talk about prescriptions*. Between Direct and Purchased Care networks, Direct Care beneficiaries are less satisfied with their care. Among beneficiary categories, Active Duty are the least satisfied and Retirees and Family Members 65+ are the most satisfied in their outpatient care. Overall, MHS Wide outpatient satisfaction scores increased from 2008 to 2009 (46% to 50%).

**Direct Care Results:** The proportion that rated their health care a 9 or 10 is significantly lower among Direct Care beneficiaries (33%) when compared to the Direct Care Civilian Benchmark (44%). This trend is consistent across the Services. Direct Care beneficiary satisfaction is significantly lower than the Civilian Benchmark for all Balanced Scorecard questions: *Ease of making appt by phone*, *Overall rating of health care*, *Doctor knew your important medical hx*, *Timely appt for routine care*, and *Get results on test or X-ray*. This pattern is also consistent across the Services. However, Direct Care satisfaction is significantly higher than the Civilians (64% vs. 61%) for *Talk about prescriptions*. Among beneficiary categories, Retirees and Family Members 65+ are the most satisfied in their outpatient care.

**Army Results:** Similar to results for Direct Care beneficiaries, the proportion of Army beneficiaries that rated their health care a 9 or 10 is significantly lower (34%) when compared to the Direct Care Civilian Benchmark (44%). Among Army beneficiaries, *Doctors Communicate* is significantly higher (79%) than the Civilian Benchmark (77%). Army beneficiary satisfaction is significantly lower than the Civilian Benchmark for all Balanced Scorecard questions: *Ease of making appt by phone*, *Overall rating of health care*, *Doctor knew your important medical hx*, *Timely appt for routine care*, and *Get results on test or X-ray*. However, Army beneficiary satisfaction is significantly higher than the Civilians (65% vs. 61%) for *Talk about prescriptions*.



## TRICARE Outpatient Satisfaction Survey

### MHS Wide 2009 Report - May 2008 through April 2009 Encounters

	MHS Wide 2009 Overall	Direct Care	Purchased Care	Primary Care	Specialty Care	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	MHS Wide Civilian Benchmark <sup>1</sup>	MHS Wide 2008 Overall
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#### Overall Satisfaction

Overall rating of health care <sup>2</sup>	<b>50%</b>	<b>33%</b>	<b>60%</b>	52%	<b>48%</b>	<b>27%</b>	<b>38%</b>	51%	<b>72%</b>	53%	46%
Overall rating of provider	<b>86%</b>	78%	<b>89%</b>	<b>85%</b>	<b>86%</b>	<b>77%</b>	<b>79%</b>	<b>87%</b>	<b>93%</b>	83%	84%

#### CAHPS Composites

Access to Care	<b>70%</b>	<b>55%</b>	<b>76%</b>	<b>70%</b>	<b>71%</b>	<b>58%</b>	65%	<b>72%</b>	<b>78%</b>	67%	70%
Doctors Communicate	<b>84%</b>	79%	<b>87%</b>	<b>84%</b>	<b>85%</b>	<b>78%</b>	<b>80%</b>	<b>86%</b>	<b>89%</b>	81%	83%
Office Staff	<b>83%</b>	72%	<b>88%</b>	<b>81%</b>	<b>84%</b>	<b>72%</b>	<b>74%</b>	<b>84%</b>	<b>92%</b>	76%	81%

#### DoD Composites

Feelings Toward MHS	57%	43%	63%	58%	56%	37%	43%	55%	75%	N/A	53%
Mental Health Care	66%	58%	71%	66%	66%	57%	59%	68%	82%	N/A	64%

#### Balanced Scorecard

Ease making appt by phone	<b>93%</b>	<b>83%</b>	<b>97%</b>	<b>92%</b>	<b>94%</b>	<b>86%</b>	<b>87%</b>	95%	<b>98%</b>	95%	92%
Overall rating of health care <sup>2</sup>	<b>70%</b>	<b>54%</b>	79%	<b>72%</b>	<b>68%</b>	<b>48%</b>	<b>60%</b>	74%	<b>88%</b>	75%	66%
Doctor knew your important medical hx	77%	<b>65%</b>	<b>82%</b>	76%	77%	<b>65%</b>	<b>68%</b>	<b>79%</b>	<b>86%</b>	76%	75%
Timely appt for routine care	<b>79%</b>	<b>61%</b>	<b>86%</b>	<b>79%</b>	<b>80%</b>	<b>63%</b>	<b>71%</b>	<b>81%</b>	<b>88%</b>	77%	78%
Get results on test or X-ray	76%	<b>60%</b>	<b>83%</b>	76%	77%	<b>63%</b>	<b>66%</b>	<b>77%</b>	<b>85%</b>	75%	74%

#### DoD Wide

Saw my provider when needed	80%	65%	86%	80%	79%	66%	71%	81%	90%	N/A	N/A
# days from appt to visit (Same day)	20%	20%	20%	26%	13%	21%	26%	18%	18%	N/A	N/A
# days from appt to visit (1 to 7 days)	52%	45%	55%	53%	49%	46%	45%	53%	57%	N/A	N/A
# days from appt to visit (8 to 30 days)	24%	32%	20%	18%	32%	30%	25%	24%	20%	N/A	N/A
# days from appt to visit (31 days +)	4%	3%	5%	3%	6%	3%	4%	4%	5%	N/A	N/A
Overall satisfaction of care	86%	80%	88%	86%	86%	80%	83%	87%	90%	N/A	N/A
Take prescription medicine	86%	82%	88%	90%	82%	79%	80%	91%	91%	N/A	N/A
Talk about prescriptions	<b>66%</b>	<b>64%</b>	<b>67%</b>	<b>70%</b>	<b>60%</b>	63%	<b>66%</b>	<b>68%</b>	<b>66%</b>	62%	N/A

<sup>1</sup> Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

<sup>2</sup> All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

## TRICARE Outpatient Satisfaction Survey

### Purchased Care 2009 Report - May 2008 through April 2009 Encounters

	Purchased Care 2009 Overall	North	South	West	USFHP	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	Purchased Care Civilian Benchmark <sup>1</sup>	Purchased Care 2008 Overall
<b>Overall Satisfaction</b>											
Overall rating of health care <sup>2</sup>	<b>60%</b>	59%	<b>61%</b>	59%	<b>72%</b>	<b>32%</b>	<b>45%</b>	<b>53%</b>	<b>72%</b>	58%	56%
Overall rating of provider	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>89%</b>	<b>92%</b>	<b>82%</b>	<b>82%</b>	<b>88%</b>	<b>93%</b>	87%	88%
<b>CAHPS Composites</b>											
Access to Care	<b>76%</b>	<b>78%</b>	<b>75%</b>	<b>76%</b>	<b>78%</b>	72%	<b>74%</b>	<b>75%</b>	<b>79%</b>	71%	76%
Doctors Communicate	<b>87%</b>	<b>88%</b>	<b>87%</b>	<b>87%</b>	<b>88%</b>	83%	83%	<b>87%</b>	<b>89%</b>	84%	87%
Office Staff	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>89%</b>	<b>84%</b>	80%	<b>86%</b>	<b>92%</b>	80%	87%
<b>DoD Composites</b>											
Feelings Toward MHS	63%	61%	64%	63%	74%	40%	46%	55%	75%	N/A	59%
Mental Health Care	71%	72%	70%	72%	73%	57%	60%	68%	83%	N/A	70%
<b>Balanced Scorecard</b>											
Ease making appt by phone	<b>97%</b>	97%	<b>97%</b>	<b>97%</b>	97%	<b>94%</b>	<b>93%</b>	97%	<b>98%</b>	96%	96%
Overall rating of health care <sup>2</sup>	79%	79%	80%	79%	<b>87%</b>	<b>54%</b>	<b>66%</b>	<b>75%</b>	<b>89%</b>	79%	75%
Doctor knew your important medical hx	<b>82%</b>	<b>83%</b>	<b>82%</b>	<b>81%</b>	<b>85%</b>	<b>73%</b>	<b>74%</b>	<b>81%</b>	<b>86%</b>	79%	81%
Timely appt for routine care	<b>86%</b>	<b>87%</b>	<b>87%</b>	<b>85%</b>	<b>90%</b>	80%	82%	<b>85%</b>	<b>89%</b>	81%	87%
Get results on test or X-ray	<b>83%</b>	<b>82%</b>	<b>83%</b>	<b>82%</b>	<b>86%</b>	77%	<b>74%</b>	<b>81%</b>	<b>86%</b>	78%	81%
<b>DoD Wide</b>											
Saw my provider when needed	86%	86%	87%	85%	91%	75%	80%	83%	91%	N/A	N/A
# days from appt to visit (Same day)	20%	22%	20%	19%	20%	18%	30%	19%	18%	N/A	N/A
# days from appt to visit (1 to 7 days)	55%	52%	56%	55%	58%	52%	47%	55%	57%	N/A	N/A
# days from appt to visit (8 to 30 days)	20%	21%	19%	21%	18%	27%	19%	21%	19%	N/A	N/A
# days from appt to visit (31 days +)	5%	5%	5%	5%	4%	4%	3%	5%	5%	N/A	N/A
Overall satisfaction of care	88%	88%	88%	88%	92%	84%	85%	87%	90%	N/A	N/A
Take prescription medicine	88%	88%	90%	86%	92%	83%	81%	90%	90%	N/A	N/A
Talk about prescriptions	<b>67%</b>	<b>67%</b>	<b>67%</b>	<b>66%</b>	<b>70%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>	<b>66%</b>	63%	N/A

<sup>1</sup> Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

<sup>2</sup> All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

## TRICARE Outpatient Satisfaction Survey

### Direct Care 2009 Report - May 2008 through April 2009 Encounters

	Direct Care 2009 Overall	Army	Navy	Air Force	OCONUS	Active Duty	Active Duty Family Members	Retirees & Family Members Under 65	Retirees & Family Members 65+	Direct Care Civilian Benchmark <sup>1</sup>	Direct Care 2008 Overall
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#### Overall Satisfaction

Overall rating of health care <sup>2</sup>	<b>33%</b>	<b>34%</b>	<b>32%</b>	<b>31%</b>	<b>31%</b>	<b>26%</b>	<b>31%</b>	<b>47%</b>	<b>69%</b>	44%	30%
Overall rating of provider	78%	79%	77%	78%	77%	76%	76%	<b>84%</b>	<b>92%</b>	77%	77%

#### CAHPS Composites

Access to Care	<b>55%</b>	<b>55%</b>	<b>55%</b>	<b>54%</b>	60%	<b>54%</b>	<b>52%</b>	58%	<b>70%</b>	61%	56%
Doctors Communicate	79%	<b>79%</b>	79%	79%	79%	78%	77%	<b>83%</b>	<b>89%</b>	77%	78%
Office Staff	72%	72%	70%	<b>73%</b>	72%	70%	<b>66%</b>	<b>80%</b>	<b>89%</b>	70%	71%

#### DoD Composites

Feelings Toward MHS	43%	45%	42%	42%	41%	36%	39%	53%	74%	N/A	41%
Mental Health Care	58%	57%	57%	62%	57%	57%	57%	64%	75%	N/A	56%

#### Balanced Scorecard

Ease making appt by phone	<b>83%</b>	<b>84%</b>	<b>83%</b>	<b>83%</b>	<b>84%</b>	<b>84%</b>	<b>79%</b>	<b>87%</b>	92%	94%	83%
Overall rating of health care <sup>2</sup>	<b>54%</b>	<b>55%</b>	<b>55%</b>	<b>54%</b>	<b>53%</b>	<b>48%</b>	<b>53%</b>	<b>70%</b>	<b>87%</b>	67%	52%
Doctor knew your important medical hx	<b>65%</b>	<b>67%</b>	<b>65%</b>	<b>64%</b>	<b>66%</b>	<b>63%</b>	<b>61%</b>	<b>73%</b>	<b>82%</b>	70%	64%
Timely appt for routine care	<b>61%</b>	<b>61%</b>	<b>61%</b>	<b>61%</b>	<b>65%</b>	<b>60%</b>	<b>56%</b>	<b>65%</b>	<b>76%</b>	69%	62%
Get results on test or X-ray	<b>60%</b>	<b>62%</b>	<b>59%</b>	<b>57%</b>	<b>60%</b>	<b>60%</b>	<b>55%</b>	<b>62%</b>	71%	69%	59%

#### DoD Wide

Saw my provider when needed	65%	62%	67%	67%	69%	65%	60%	69%	80%	N/A	N/A
# days from appt to visit (Same day)	20%	22%	18%	18%	21%	21%	20%	15%	16%	N/A	N/A
# days from appt to visit (1 to 7 days)	45%	42%	45%	48%	47%	45%	43%	46%	43%	N/A	N/A
# days from appt to visit (8 to 30 days)	32%	32%	33%	31%	28%	30%	33%	36%	38%	N/A	N/A
# days from appt to visit (31 days +)	3%	4%	4%	2%	3%	3%	4%	4%	3%	N/A	N/A
Overall satisfaction of care	80%	80%	81%	80%	83%	79%	80%	84%	88%	N/A	N/A
Take prescription medicine	82%	82%	80%	83%	80%	78%	79%	93%	93%	N/A	N/A
Talk about prescriptions	<b>64%</b>	<b>65%</b>	64%	63%	<b>65%</b>	62%	<b>64%</b>	<b>67%</b>	<b>69%</b>	61%	N/A

<sup>1</sup> Numbers in bold represent statistically significant differences, at the 95% confidence level, from the 2009 MHS Wide Civilian Benchmark score

<sup>2</sup> All rating question scales are 0-10, 10 = best possible score. Overall rating of health care is reported using two methods to calculate the score. Under the Overall Satisfaction section, this rating question score is calculated using the CAHPS method by combining the percentage of individuals who rated health care 9 or 10. For the Balanced Scorecard section, this rating question is calculated using a combined percentage of individuals who rated health care with 8 or higher.

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## **Section 2:**

### **Driver Analysis**



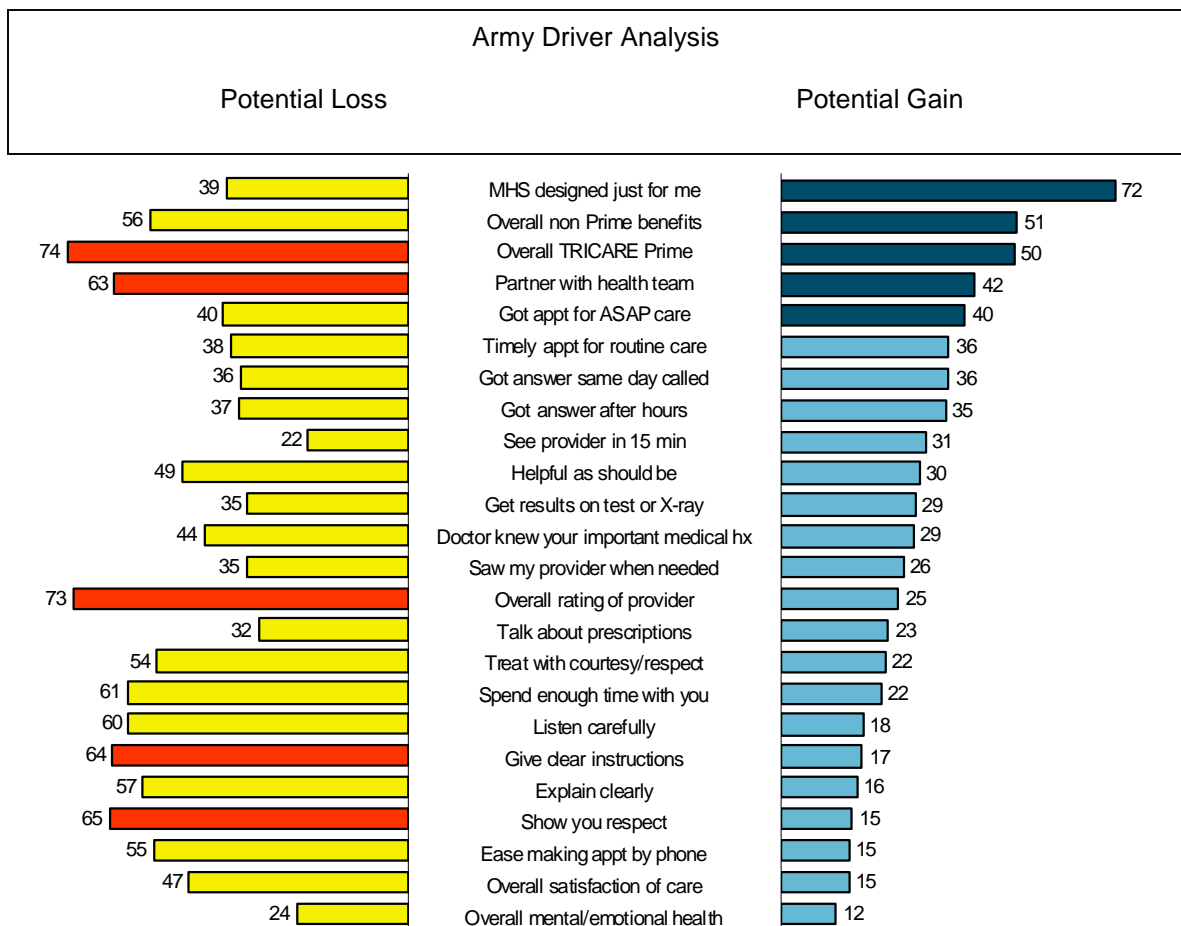
## Driver Analysis

The following analyses show which factors have the greatest impact on overall satisfaction for the Army. The factors that would increase satisfaction the most (noted in blue) are referred to as potential gain. The top five factors for potential gain in the Army Driver Analysis include:

- It feels like the Military Health System was designed just for me
- Overall ratings of TRICARE Prime
- Overall ratings of TRICARE Standard, Extra, or TRICARE for Life benefits
- I am a partner with my health care team. They know and care about improving my health.
- Receive appointment as soon as need for care you need right away

The factors that would have the greatest loss in satisfaction (noted in red) are referred to as potential loss. The top five attributes for potential loss in the Army Driver Analysis are:

- Overall ratings of TRICARE Prime
- Overall ratings of provider
- Provider shows respect for what you had to say
- Provider gives easy to understand instructions about your health care
- I am a partner with my health care team. They know and care about improving my health.



The analysis used in the driver analysis is called attributable effects. It analyzes respondent answers between one question (the dependent variable) and other survey questions. This attributable effects model focuses specifically on levels of satisfaction and uses variable association to determine a causal or “driver” relationship. The attributable effects model graphically depicts this relationship according to two measures -- potential gain and potential loss. This driver analysis provides greater insights between *Overall rating of health care* and satisfaction among 24 questions on the TROSS.

- Potential Gain is determined by making individual comparisons between the dependent variable and each related key question. It addresses the following: of the respondents who are giving low ratings to *Overall rating of health care*, what proportion would switch to high ratings of overall health care if *all* respondents rated that driver question favorably? For example, of the respondents who rated overall health care with low ratings, what proportion would give higher ratings to overall health care if *all* respondents agreed with the question, *Receive appointment as soon as need for care you need right away*? Each question is presented in rank order for potential gain in relation to *Overall rating of health care*. *Receive appointment as soon as need for care you need right away* received a score of 40%. This indicates that 40% of those respondents who gave a low *Overall rating of health care* would switch to a high *Overall rating of health care* if their perceptions of this attribute were improved.
- Potential Loss is determined by making individual comparisons between the dependent variable and each related key question. It addresses the following: of the respondents who are giving high ratings to *Overall rating of health care*, what proportion would switch to low ratings of overall health care if *all* respondents were low on the driver? For example, of the respondents who rated overall health care with high ratings, what proportion would give lower ratings to overall health care if *all* respondents disagreed with the question, *Provider shows respect for what you had to say*? *Provider shows respect for what you had to say* received a score of 65%. This indicates that 65% of those respondents who gave a high *Overall rating of health care* would switch to a low *Overall rating of health care* if their perceptions of this attribute became poor.



**Section 3:**  
**Introduction to the Methods**



## **Introduction to the Methods**

### **Purpose of the TRICARE Outpatient Satisfaction Survey**

The TRICARE Outpatient Satisfaction Survey (TROSS) is part of a stable of surveys the military health system (MHS) leadership uses to assess beneficiary satisfaction with health care services. The TROSS surveys beneficiaries who received outpatient care services at military treatment facilities (MTF) usually referred to as the Direct Care system and within the MHS network of civilian providers usually referred to as the Purchased Care system. The TROSS surveys DC beneficiaries worldwide and PC beneficiaries in the United States. Additionally, a Civilian Benchmark survey is conducted each quarter in which an external population is surveyed using survey instruments that are as similar as possible to the TROSS instruments to allow comparison of TRICARE beneficiary satisfaction to the civilian sector. Results are intended to assist with the continual military health system leadership's efforts to sustain and improve quality health care.

Results are made available primarily through an interactive Web site. The Web-based reports provide TRICARE regional offices, Services, and military treatment facility commanders with a comprehensive description of beneficiaries' satisfaction across TRICARE regions, across catchment areas, and with relevant Civilian Benchmarks. This report presents findings on 17 key questions: Overall Satisfaction, CAHPS Composites, DoD Composites, Balanced Scorecard, and DoD Wide questions.

### **Survey Methods**

Survey Population: The population for the monthly TROSS Mail Survey includes beneficiaries who received outpatient medical services from the military health system's Direct Care or Purchased Care network between May 1, 2008 and April 30, 2009. The 2009 Direct Care network had 22.8 million encounters and the Direct Care sample consisted of 293,748 TRICARE beneficiaries receiving care at military treatment facilities. The 2009 Purchased Care system had 38.1 million encounters and the Purchased Care sample consisted of 219,417 TRICARE beneficiaries receiving care at civilian network facilities. TRICARE beneficiaries eligible for inclusion in the survey:

- Children ages 0-11 at the time of the encounter;
- Adults 18 years or older at the time of the encounter; and
- Had a legitimate outpatient encounter at a MTF or civilian network facility.

Beneficiaries who had been selected as part of the TROSS sample in the past 6 months were excluded from the survey sample.

### **Survey Instrument**

The TROSS is modeled after the Adult Primary Care version of the Clinician & Group Consumer Assessment of Healthcare Providers and Systems (C & G CAHPS) survey. The TROSS has an adult and a child version. Differences between versions are minimal. The CAHPS questions have standard versions for both adults and children, and these are used as appropriate. The Mail Adult and Mail Child surveys comprise 57 and 56 questions, respectively. Other questions have slight variations in wording to pertain to either adults or children (see Appendix C). The TROSS mail surveys include 37 questions from the C & G CAHPS Adult Primary Care survey, 4 questions regarding mental health, and 5 health care questions common to all Department of Defense surveys. The questionnaires are also available on the TROSS reporting Web site. Full details on the survey methodology are presented in Appendix A.

**C & G CAHPS Questions:** Questions related to the same topic are grouped together in “composites” which allow easy identification of patterns in the results. Of the 37 questions, 13 questions make up the three CAHPS Composites: 5 are on Access to Care, 6 are on Doctor Communication, and 2 are on Office Staff. Table 1 provides a list of composite measures (bold lettering) and the questions within each composite. Questions identified in blue represent those appearing on the Balanced Scorecard.

**DoD Questions:** In addition to standard CAHPS questions, the TROSS contains a number of items specific to the DoD to allow for trending key items from previous outpatient satisfaction surveys. The surveys also include several demographic items.

- **Mental Health questions** – 37a, 37b, 37c, and 37d –added to the mail survey in September 2007 for Purchased Care and October 2007 for Direct Care. The 2008 Mental Health Care Composite, made up of 37c and 37d does not reflect a full year of data.
- **DOD Wide questions** – 3A, 3B, and 3C –added to the mail survey in September 2008 for Purchased Care and October 2008 for Direct Care. These questions will not have 2008 data in these reports. All available data for 2009 are reported.
- **Prescription Medication questions** - 24a –added as a gate question in September 2008 for Purchased Care and October 2008 for Direct Care mail surveys. Due to the change in methodology, 24a and 24 will not have 2008 data in these reports. A corresponding 2009 Civilian Benchmark is available for 24.

**Table 1: Composite Measures**

<b>C &amp; G CAHPS Composites</b>	
<b>Access to Care</b>	Q8 - Received appointment as soon as need for care you needed right away <b>Q10 - Received appointment as soon as need for a check-up or routine care</b> Q13 - Get an answer to your medical question during business hours on the same day you called Q15 - Receive answer as soon as needed after regular hours Q16 - See provider within 15 minutes of your appointment time
<b>Doctors Communicate</b>	Q17 - Explain things in an easy to understand way Q18 - Listen carefully to you Q20 - Give easy to understand instructions about your health care <b>Q21 - Know the important information about your medical history</b> Q22 - Show respect for what you had to say Q23 - Spend enough time with you
<b>Office Staff</b>	Q28 - Helpful as you thought they should be Q29 - Treat you with courtesy and respect
<b>DoD Composites</b>	
<b>Feelings Toward MHS</b>	Q30 - I am a partner with my health care team Q31 - Military Health System was designed just for me <b>Q32 - Overall rating of health care</b> Q34 - Overall rating of TRICARE Prime Q36 - Overall rating of TRICARE Standard, Extra, or TRICARE for Life benefits
<b>Mental Health Care</b>	Q37c - How difficult to get the treatment or counseling you needed through your health plan Q37d - Overall rating of mental health treatment or counseling
<b>Note. Items in blue identify questions reported on the Balanced Scorecard.</b>	

### Civilian Benchmark Survey

Each quarter a survey was conducted using members of Synovate's Consumer Opinion Panel who have seen a provider for themselves or their child. Panel members were sent an email invitation to participate in the study and took the survey online. The survey instruments were modified slightly to make them appropriate for civilians, but otherwise replicated the main TROSS instruments. For reporting purposes respondents were grouped by type of visit (emergency, pediatric, primary care, or specialty care) and by age and gender categories. The survey results are used as the civilian benchmark for the TROSS. The benchmark scores reported in this annual report are based on respondents from all four quarterly benchmark surveys (see Appendix B).

2009 Benchmark data are available for the Overall Satisfaction items, the C & G CAHPS Composites, the Balanced Scorecard items, and one DoD Wide question *Talk About Prescriptions*. In 2010, Benchmark comparisons and statistical testing will be available for the DoD Wide questions (3A, 3B, 3C, and 24a) and the Mental Health Care composite.

### Presentation of Results and Statistical Testing

Results of the key survey questions reflect the percentage of beneficiaries who provided positive responses to each question for 2008 and 2009. For 2009 data, *t*-tests were used to determine whether responses to the 2009 TROSS were statistically different from the 2009 Civilian Benchmark. Numbers in **bold** represent statistically significant differences (either increases or decreases) at the 95% confidence level from the MHS Wide, Direct Care, or Purchased Care Benchmark, respectively. Note that results are presented as whole numbers and are rounded using Microsoft Excel rounding function.

It is important to note that statistical tests comparing results of the various subgroups have limited power when based on sample sizes of fewer than 100 respondents. Statistical testing is masked in estimates with low precision due to sample size of fewer than 30 in a cell. Additionally, for cells with fewer than 10 responses, data are not presented and are shown as an asterisk “ \* ”.

In Section 4, the 17 key items for Purchased Care or Direct Care are presented in order by strength of correlation to the composites (See Table 2). Breakouts within Purchased Care drill-downs are divided into provider region and provider MTF service area, whereas divisions among Direct Care are provided by Sponsor of Service, Intermediate Command, and Parent DMIS for each item. Across both Purchased and Direct Care, comparisons by beneficiary category and primary/specialty percentages are provided for each question.

An analysis of those that responded on the survey with a subsample of non-respondents from the mail survey showed no statistical differences in the responses for the responding sample and those in the non-response study sample. These results were consistent for both the Purchased Care and Direct Care. (For more information, see the *TROSS Non-Response Bias Analysis Report – May 2009*).

**Table 2: TROSS Key Item Correlations to Composites**

<b>Purchased Care Correlations</b>	<b>Direct Care Correlations</b>
<b>Access to Care</b>	<b>Access to Care</b>
Timely appt for routine care	Timely appt for routine care
Ease making appt by phone	Ease making appt by phone
# days from appt to visit	Saw my provider when needed
<b>Doctors Communicate</b>	# days from appt to visit
Doctor knew your important medical hx	<b>Doctors Communicate</b>
Overall rating of provider	Doctor knew your important medical hx
Talk about prescriptions	Overall rating of provider
Overall satisfaction of care	Talk about prescriptions
<b>Office Staff</b>	Get results on test or X-ray
Get results on test or X-ray	Overall satisfaction of care
<b>Feelings Toward MHS</b>	<b>Office Staff</b>
Overall rating of health care (top 2)	<b>Feelings Toward MHS</b>
Overall rating of health care (top 3)	Overall rating of health care (top 2)
Saw my provider when needed	Overall rating of health care (top 3)
Take prescription medicine	<b>Mental Health Care</b>
<b>Mental Health Care</b>	Take prescription medicine

## How to Read the Annual Report

### Key Features

- Question by question report.
- Civilian benchmarks for MHS, Purchased Care and Direct Care.
- Results reported for total and key beneficiary categories.
- Purchased Care reported for Provider Regions North, South, West, and the U.S. Family Health Plan.
- Direct Care reported for Overall, CONUS and OCONUS.
- Statistically significant differences between TROSS results and 2009 MHS Wide Civilian Benchmark score are reported in **bold**. They represent statistically significant differences at the 95% confidence level.

The following show the basic features of the report.

Survey Question		TRICARE Outpatient Satisfaction Survey - MHS Wide - Provider Region North							
		Domain: Clinician & Group CAHPS Composites							
		Composite 1 - Access to Care							
		Responses	Total	Active Duty	Active Duty Family Members	Proportion Always Retirees and Retirees and Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Civilian Benchmarks	2009 MHS Wide Civilian Benchmark <sup>1</sup>	--	67%	--	--	--	--	--	--
	2009 Direct Care Civilian Benchmark	--	61%	--	--	--	--	--	--
	2009 Purchased Care Civilian Benchmark	--	71%	--	--	--	--	--	--
MHS Wide Results	MHS Wide								
	2009	41824.4	<b>70%</b>	<b>58%</b>	65%	<b>72%</b>	<b>78%</b>	<b>70%</b>	<b>71%</b>
	2008	56923.6	70%	59%	64%	71%	79%	68%	72%
	Overall - Direct Care								
Direct Care Results	2009	16033	<b>55%</b>	<b>54%</b>	<b>52%</b>	58%	<b>70%</b>	<b>52%</b>	59%
	2008	17288.6	56%	57%	51%	57%	72%	52%	63%
	Direct Care - CONUS <sup>2</sup>								
	2009	14399	<b>54%</b>	<b>54%</b>	<b>52%</b>	57%	<b>69%</b>	<b>52%</b>	58%
Purchased Care Results	2008	15760	55%	56%	51%	57%	71%	51%	62%
	Direct Care - OCONUS								
	2009	1634	60%	59%	57%	65%	<b>76%</b>	57%	66%
	2008	1528.6	62%	63%	57%	64%	83%	58%	68%
	Overall - Purchased Care								
	2009	25791.4	<b>76%</b>	72%	<b>74%</b>	<b>75%</b>	<b>79%</b>	<b>77%</b>	<b>76%</b>
	2008	39635	76%	72%	73%	75%	79%	76%	76%
	Purchased Care - North Region <sup>3</sup>								
	2009	7901.2	<b>78%</b>	74%	<b>75%</b>	<b>76%</b>	<b>80%</b>	<b>78%</b>	<b>76%</b>
	2008	12219.2	77%	75%	75%	76%	80%	78%	77%
	Purchased Care - South Region <sup>3</sup>								
	2009	10230.4	<b>75%</b>	70%	71%	73%	<b>78%</b>	<b>75%</b>	<b>75%</b>
	2008	15646.2	76%	69%	71%	74%	79%	75%	76%
	Purchased Care - West Region <sup>3</sup>								
	2009	7322.6	<b>76%</b>	71%	<b>75%</b>	<b>76%</b>	<b>78%</b>	<b>77%</b>	<b>76%</b>
	2008	11121.4	77%	71%	73%	76%	79%	77%	77%
	Purchased Care - U.S. Family Health Plan								
	2009	336.4	<b>78%</b>	*	74%	72%	<b>86%</b>	<b>77%</b>	<b>83%</b>
	2008	647.4	72%	--	66%	68%	76%	71%	75%

<sup>1</sup> Numbers in bold represent statistically significant differences, at the 95% confidence level, from the (as appropriate) 2009 Civilian Purchased Care or Direct Care Benchmark score.

<sup>2</sup> CONUS includes Alaska and Hawaii.

<sup>3</sup> Region based on region where beneficiary received care.

Note: "--" no response for the reporting period.

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

Section 4 - 3

## **Caveats to Annual Reports**

Summarized here are definitions and caveats found in the Annual Reports.

### **Reporting Periods**

- MHS Wide 2009 comparisons include May 2008 through April 2009 combined Direct Care and Purchased Care encounters.
- MHS Wide 2008 comparisons include May 2007 through April 2008 combined Direct Care and Purchased Care encounters.
- Purchased Care 2009 comparisons include May 2008 through April 2009 encounters.
- Purchased Care 2008 comparisons include May 2007 through April 2008 encounters.
- Direct Care 2009 comparisons include May 2008 through April 2009 encounters.
- Direct Care 2008 comparisons include May 2007 through April 2008 encounters.

### **General Definitions**

1. Active Duty includes Active Duty and Medically Eligible Guard/Reserve.
2. Active Duty Family Members includes Dependents of Active Duty and Dependents of Medically Eligible Guard/Reserve.
3. Retirees under 65 includes Retirees, Dependents of Retirees, and Dependent Survivors.
4. Retirees 65 and over includes Retirees, Dependents of Retirees, and Dependent Survivors.

### **Purchased Care Definitions**

1. Provider Regions and Provider Service Areas are defined by the location of the provider, where the health care service was received.
  - a. Provider Region is the TRICARE Region code reflecting the TRICARE Region of the Provider Catchment Area, as defined by the official TMA DMIS ID table.
  - b. Provider MTF Service Area represents the area assigned to each provider. If a provider is within 40 miles of an MTF, then the Provider MTF Service Area is the DMIS ID for that MTF, subject to overlap rules, barriers and other override policies.
  - c. The West region includes Alaska and Hawaii.
2. U.S. Family Health Plan enrollees (DMIS IDs 190 through 198) are not included in the provider region code classifications.

### **Direct Care Definitions**

1. CONUS results include Alaska and Hawaii.
2. Service represents the Service that operates the MTF. Marine Corps is included in Navy.
3. In July 2008, Air Force clinic, 62<sup>nd</sup> Med Squad – McChord (DMIS 0395) was transitioned to Army clinic, US Army Health Clinic – McChord AFB (DMIS 1485). Reports reflect encounters received by the TRICARE Operation Center at both clinics through April 2009.
4. DMIS 0395 is reported as its own Parent DMIS and reflects its status during the majority of 2008 and 2009. Its reporting hierarchy changed in April 2009.



**Section 4:**  
**Army Report Tables**



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

			Proportion Always						
			Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care
Direct Care 2009 Civilian Benchmark¹			--	61%	--	--	--	--	--
Overall - Direct Care									
	2009	16033	55%	54%	52%	58%	70%	52%	59%
	2008	17288.6	56%	57%	51%	57%	72%	52%	63%
Overall - Army ²									
	2009	6493.6	55%	54%	52%	58%	73%	51%	60%
	2008	7043.6	56%	58%	50%	59%	76%	52%	62%
Army - CONUS ³									
	2009	5929.4	55%	53%	52%	57%	73%	51%	60%
	2008	6487.6	56%	57%	50%	59%	75%	52%	62%
Army - OCONUS									
	2009	564.2	58%	57%	54%	63%	70%	56%	62%
	2008	556	62%	65%	52%	73%	84%	58%	66%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	416.6	57%	56%	50%	66%	67%	53%	61%
	2008	418.8	62%	66%	56%	73%	87%	59%	69%
GPRMC	Great Plains Regional Medical Command								
	2009	1868.4	53%	50%	50%	58%	78%	49%	59%
	2008	2408	56%	53%	53%	59%	79%	51%	62%
NARMC	North Atlantic Regional Medical Command								
	2009	2043.6	55%	54%	52%	56%	71%	50%	61%
	2008	1683.4	57%	59%	50%	65%	71%	54%	62%
PRMC	Pacific Regional Medical Command								
	2009	382.4	59%	60%	57%	58%	77%	58%	61%
	2008	534.6	60%	65%	54%	56%	78%	58%	62%
SERMC	Southeast Regional Medical Command								
	2009	1367.4	57%	59%	52%	60%	72%	54%	64%
	2008	1698.4	54%	60%	44%	55%	74%	49%	64%
WRMC	Western Regional Medical Command								
	2009	414.8	50%	44%	56%	48%	63%	45%	56%
	2008	298.6	51%	48%	50%	52%	70%	52%	52%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Proportion Always							
				Active Duty		Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	117.8	48%	51%	42%	45%	65%	47%	50%
	2008	74.2	55%	61%	48%	65%	*	52%	71%
ERMC	HEIDELBERG MEDDAC								
	2009	124.4	53%	53%	47%	76%	64%	46%	71%
	2008	108.8	64%	66%	46%	66%	79%	63%	66%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	174.4	65%	63%	65%	71%	62%	67%	63%
	2008	235.8	68%	58%	66%	71%	90%	67%	69%
GPRMC	BAYNE-JONES ACH								
	2009	91.6	40%	36%	34%	56%	95%	44%	36%
	2008	126.4	53%	46%	50%	67%	81%	42%	62%
GPRMC	BROOKE AMC								
	2009	263.2	59%	54%	62%	73%	65%	48%	70%
	2008	481.8	62%	61%	58%	62%	71%	48%	71%
GPRMC	DARNALL AMC								
	2009	194.8	52%	40%	53%	52%	84%	47%	60%
	2008	232.6	58%	54%	58%	53%	85%	60%	59%
GPRMC	EVANS ACH								
	2009	215	51%	51%	49%	52%	75%	47%	55%
	2008	339	62%	52%	60%	65%	88%	55%	71%
GPRMC	IRWIN ACH								
	2009	173	55%	40%	51%	62%	91%	51%	57%
	2008	138.2	41%	33%	44%	46%	*	30%	56%
GPRMC	L. WOOD ACH								
	2009	183.6	41%	45%	31%	47%	78%	27%	56%
	2008	244.6	49%	47%	39%	61%	83%	37%	60%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	180.6	54%	42%	50%	67%	96%	58%	42%
	2008	226.2	63%	67%	53%	64%	*	59%	73%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	133.2	56%	54%	55%	56%	*	60%	40%
	2008	114.6	54%	63%	42%	44%	*	53%	71%
GPRMC	REYNOLDS ACH								
	2009	220.8	58%	58%	48%	74%	79%	60%	57%
	2008	242.4	54%	62%	49%	59%	56%	50%	60%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	212.6	58%	55%	61%	55%	81%	52%	61%
	2008	262.2	57%	66%	43%	54%	78%	57%	53%
NARMC	DEWITT ACH								
	2009	405.6	54%	53%	57%	43%	66%	53%	59%
	2008	225.6	58%	60%	52%	62%	55%	54%	71%
NARMC	GUTHRIE AHC								
	2009	134	60%	69%	56%	58%	78%	52%	74%
	2008	93.8	50%	50%	46%	52%	*	48%	54%
NARMC	IRELAND ACH								
	2009	208.2	55%	71%	49%	48%	76%	46%	67%
	2008	191.2	62%	60%	51%	72%	89%	63%	63%
NARMC	KELLER ACH								
	2009	150.2	58%	59%	56%	60%	61%	56%	61%
	2008	92.6	64%	68%	62%	67%	76%	59%	71%
NARMC	KENNER AHC								
	2009	139.4	46%	39%	50%	50%	39%	44%	69%
	2008	61.8	56%	*	40%	54%	79%	55%	*
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	294.8	53%	56%	46%	57%	72%	51%	70%
	2008	148.2	55%	63%	54%	52%	69%	56%	49%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	155.2	44%	42%	43%	46%	82%	42%	47%
	2008	76	46%	61%	40%	49%	49%	33%	73%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	317	61%	53%	65%	73%	79%	60%	61%
	2008	209.6	58%	54%	59%	72%	78%	55%	59%
NARMC	WOMACK AMC								
	2009	239.2	52%	54%	47%	50%	74%	49%	58%
	2008	584.6	58%	62%	49%	69%	70%	55%	64%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	49.8	71%	79%	66%	43%	*	69%	61%
	2008	55	63%	43%	80%	74%	*	70%	46%
PRMC	BRIAN ALLGOOD ACH								
	2009	87.6	53%	39%	65%	51%	75%	51%	56%
	2008	63.8	56%	63%	26%	68%	*	50%	63%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 1 - Access to Care

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	245	61%	63%	56%	60%	77%	62%	61%
	2008	415.8	61%	64%	56%	55%	79%	59%	62%
SERMC	BLANCHFIELD ACH								
	2009	186.2	57%	56%	52%	55%	77%	51%	66%
	2008	318.6	54%	61%	48%	40%	86%	50%	61%
SERMC	EISENHOWER AMC								
	2009	240.8	59%	65%	52%	61%	53%	58%	62%
	2008	496.2	60%	60%	58%	60%	69%	54%	71%
SERMC	FOX ARMY HEALTH CENTER								
	2009	134.2	53%	59%	47%	37%	*	54%	47%
	2008	148	43%	40%	36%	60%	*	42%	48%
SERMC	LYSTER AHC								
	2009	174.4	49%	37%	51%	74%	88%	46%	71%
	2008	130	47%	46%	42%	56%	*	48%	48%
SERMC	MARTIN ACH								
	2009	226.8	57%	59%	56%	57%	73%	53%	68%
	2008	356.2	49%	60%	36%	51%	74%	45%	61%
SERMC	MONCRIEF ACH								
	2009	222.4	63%	68%	46%	67%	84%	58%	78%
	2008	81.2	45%	63%	29%	48%	80%	42%	47%
SERMC	WINN ACH								
	2009	182.6	54%	53%	44%	64%	75%	55%	54%
	2008	168.2	55%	79%	38%	62%	72%	47%	67%
WRMC	BASSETT ACH								
	2009	100	46%	40%	46%	54%	83%	46%	46%
	2008	90.2	50%	48%	49%	59%	81%	62%	41%
WRMC	MADIGAN AMC								
	2009	225.8	50%	46%	58%	45%	65%	42%	60%
	2008	136.6	53%	51%	53%	52%	65%	50%	56%
WRMC	WEED ACH								
	2009	89	60%	60%	41%	77%	42%	60%	60%
	2008	71.8	50%	43%	48%	62%	*	45%	48%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q10 - Timely appt for routine care

			Percent Always							
			Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>			--	69%	--	--	--	--	--	--
Overall - Direct Care										
	2009	21475	61%	60%	56%	65%	76%	58%	65%	
	2008	23252	62%	63%	57%	64%	78%	58%	69%	
Overall - Army <sup>2</sup>										
	2009	8680	61%	58%	57%	67%	78%	59%	65%	
	2008	9398	63%	63%	56%	67%	81%	58%	68%	
Army - CONUS <sup>3</sup>										
	2009	7894	61%	58%	56%	67%	78%	58%	65%	
	2008	8610	63%	63%	56%	66%	80%	58%	69%	
Army - OCONUS										
	2009	786	65%	64%	64%	65%	73%	66%	64%	
	2008	788	63%	59%	62%	74%	91%	62%	63%	
Army - Intermediate Commands										
ERMC	Europe Regional Medical Command									
	2009	584	65%	64%	64%	70%	71%	66%	65%	
	2008	594	65%	60%	65%	74%	90%	64%	65%	
GPRMC	Great Plains Regional Medical Command									
	2009	2439	60%	54%	57%	66%	81%	57%	63%	
	2008	3253	60%	57%	54%	66%	80%	54%	67%	
NARMC	North Atlantic Regional Medical Command									
	2009	2714	62%	59%	57%	72%	76%	59%	66%	
	2008	2205	63%	60%	58%	70%	79%	59%	68%	
PRMC	Pacific Regional Medical Command									
	2009	517	66%	72%	57%	61%	77%	61%	70%	
	2008	707	69%	73%	59%	77%	82%	66%	71%	
SERMC	Southeast Regional Medical Command									
	2009	1877	63%	65%	55%	67%	80%	61%	69%	
	2008	2239	66%	71%	57%	63%	82%	61%	74%	
WRMC	Western Regional Medical Command									
	2009	548	49%	40%	56%	50%	72%	47%	52%	
	2008	397	55%	57%	48%	55%	79%	52%	57%	

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q10 - Timely appt for routine care

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	171	64%	58%	70%	64%	76%	66%	58%
	2008	105	55%	49%	52%	62%	*	58%	47%
ERMC	HEIDELBERG MEDDAC								
	2009	172	60%	62%	52%	66%	62%	55%	70%
	2008	167	73%	68%	77%	82%	75%	68%	84%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	241	69%	68%	65%	74%	72%	73%	65%
	2008	322	65%	60%	65%	75%	92%	64%	65%
GPRMC	BAYNE-JONES ACH								
	2009	116	44%	28%	41%	60%	96%	38%	48%
	2008	164	54%	59%	41%	68%	80%	51%	57%
GPRMC	BROOKE AMC								
	2009	345	63%	64%	53%	70%	72%	54%	69%
	2008	653	61%	49%	62%	70%	76%	52%	68%
GPRMC	DARNALL AMC								
	2009	256	64%	52%	63%	71%	88%	60%	70%
	2008	298	58%	56%	55%	65%	85%	50%	67%
GPRMC	EVANS ACH								
	2009	299	62%	51%	65%	67%	73%	61%	63%
	2008	467	70%	61%	70%	77%	87%	69%	72%
GPRMC	IRWIN ACH								
	2009	226	63%	53%	65%	60%	93%	63%	63%
	2008	187	52%	50%	44%	63%	93%	32%	70%
GPRMC	L. WOOD ACH								
	2009	235	49%	53%	37%	49%	78%	32%	66%
	2008	334	53%	53%	40%	62%	88%	44%	64%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	240	64%	54%	67%	81%	91%	65%	61%
	2008	300	72%	69%	79%	70%	*	72%	73%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	165	53%	53%	40%	62%	*	55%	45%
	2008	156	64%	78%	56%	52%	*	61%	82%
GPRMC	REYNOLDS ACH								
	2009	260	66%	62%	58%	72%	85%	63%	71%
	2008	319	58%	62%	52%	60%	67%	53%	68%

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Access to Care**

**Q10 - Timely appt for routine care**

		Responses	Total	Active Duty	Active Duty Family Members	Percent Always			
						Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	297	55%	49%	51%	64%	77%	56%	53%
	2008	375	58%	60%	47%	64%	76%	57%	60%
NARMC	DEWITT ACH								
	2009	557	55%	54%	53%	58%	74%	56%	54%
	2008	299	63%	62%	56%	67%	77%	57%	71%
NARMC	GUTHRIE AHC								
	2009	183	71%	61%	65%	77%	83%	69%	81%
	2008	118	58%	55%	56%	74%	*	62%	51%
NARMC	IRELAND ACH								
	2009	275	67%	66%	59%	72%	88%	58%	79%
	2008	254	62%	63%	59%	61%	85%	53%	77%
NARMC	KELLER ACH								
	2009	195	72%	79%	58%	78%	86%	66%	84%
	2008	129	71%	70%	63%	80%	87%	62%	85%
NARMC	KENNER AHC								
	2009	196	59%	62%	53%	60%	62%	56%	83%
	2008	88	63%	*	67%	56%	92%	63%	*
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	413	59%	56%	52%	67%	78%	57%	64%
	2008	191	62%	60%	58%	67%	81%	66%	46%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	202	64%	67%	53%	63%	82%	66%	61%
	2008	98	58%	57%	51%	54%	85%	43%	75%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	396	63%	57%	67%	78%	77%	56%	67%
	2008	273	61%	53%	70%	69%	90%	53%	65%
NARMC	WOMACK AMC								
	2009	297	61%	55%	55%	75%	67%	59%	63%
	2008	755	64%	63%	57%	76%	72%	60%	69%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	66	82%	91%	77%	59%	*	76%	98%
	2008	79	62%	49%	85%	88%	*	79%	36%
PRMC	BRIAN ALLGOOD ACH								
	2009	119	56%	51%	62%	44%	85%	57%	49%
	2008	87	51%	47%	35%	76%	*	53%	50%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q10 - Timely appt for routine care

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	332	68%	76%	55%	66%	75%	63%	71%
	2008	541	71%	77%	61%	77%	81%	67%	74%
SERMC	BLANCHFIELD ACH								
	2009	247	64%	67%	46%	70%	86%	53%	78%
	2008	395	66%	74%	59%	56%	85%	57%	77%
SERMC	EISENHOWER AMC								
	2009	338	69%	70%	60%	77%	75%	71%	63%
	2008	671	72%	70%	70%	75%	80%	68%	81%
SERMC	FOX ARMY HEALTH CENTER								
	2009	188	57%	53%	54%	69%	79%	57%	59%
	2008	195	59%	61%	52%	59%	*	59%	57%
SERMC	LYSTER AHC								
	2009	246	61%	50%	59%	82%	97%	61%	62%
	2008	184	63%	63%	51%	72%	88%	65%	50%
SERMC	MARTIN ACH								
	2009	315	60%	59%	56%	60%	76%	56%	67%
	2008	464	62%	71%	52%	56%	77%	60%	70%
SERMC	MONCRIEF ACH								
	2009	318	69%	77%	58%	65%	83%	64%	84%
	2008	111	64%	71%	49%	60%	94%	62%	69%
SERMC	WINN ACH								
	2009	225	57%	58%	51%	56%	80%	58%	56%
	2008	219	60%	75%	42%	60%	85%	60%	60%
WRMC	BASSETT ACH								
	2009	129	52%	44%	53%	59%	79%	50%	57%
	2008	122	57%	67%	47%	61%	62%	58%	54%
WRMC	MADIGAN AMC								
	2009	299	47%	36%	56%	46%	70%	45%	49%
	2008	181	56%	54%	54%	53%	81%	52%	60%
WRMC	WEED ACH								
	2009	120	63%	62%	55%	75%	74%	59%	73%
	2008	94	48%	54%	41%	59%	88%	47%	51%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	94%	--	--	--	--	--	--
Overall - Direct Care									
	2009	26277	83%	84%	79%	87%	92%	82%	86%
	2008	28294	83%	84%	78%	86%	94%	80%	87%
Overall - Army <sup>2</sup>									
	2009	10438	84%	84%	80%	87%	92%	82%	87%
	2008	11177	82%	84%	75%	86%	94%	79%	86%
Army - CONUS <sup>3</sup>									
	2009	9519	84%	84%	80%	87%	92%	82%	86%
	2008	10308	81%	83%	75%	86%	94%	79%	85%
Army - OCONUS									
	2009	919	84%	85%	80%	84%	89%	80%	90%
	2008	869	85%	87%	78%	90%	98%	80%	90%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	683	83%	84%	78%	86%	86%	78%	91%
	2008	650	85%	86%	79%	90%	99%	79%	90%
GPRMC	Great Plains Regional Medical Command								
	2009	2918	84%	85%	80%	87%	94%	82%	88%
	2008	3761	80%	82%	73%	84%	94%	77%	85%
NARMC	North Atlantic Regional Medical Command								
	2009	3394	84%	84%	80%	88%	92%	82%	87%
	2008	2682	82%	81%	78%	89%	95%	80%	85%
PRMC	Pacific Regional Medical Command								
	2009	621	86%	85%	87%	86%	90%	90%	83%
	2008	878	89%	91%	85%	92%	97%	90%	88%
SERMC	Southeast Regional Medical Command								
	2009	2164	83%	82%	78%	87%	94%	82%	84%
	2008	2716	81%	86%	72%	86%	94%	79%	87%
WRMC	Western Regional Medical Command								
	2009	658	84%	87%	77%	86%	88%	79%	89%
	2008	487	77%	78%	73%	79%	93%	79%	75%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty	Retirees and	Retirees and	Primary Care	Specialty Care
Family Members	Family Members Under 65				Family Members 65+				
ERMC	BAVARIA MEDDAC								
	2009	174	75%	74%	72%	79%	74%	70%	90%
	2008	100	62%	60%	53%	84%	*	58%	72%
ERMC	HEIDELBERG MEDDAC								
	2009	210	77%	81%	66%	85%	77%	72%	90%
	2008	163	89%	92%	86%	82%	97%	87%	94%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	299	90%	90%	89%	90%	95%	89%	91%
	2008	387	88%	88%	85%	93%	99%	82%	91%
GPRMC	BAYNE-JONES ACH								
	2009	137	66%	70%	64%	54%	97%	64%	68%
	2008	202	64%	86%	51%	66%	83%	54%	79%
GPRMC	BROOKE AMC								
	2009	381	85%	85%	82%	91%	81%	81%	88%
	2008	743	83%	83%	79%	83%	95%	76%	89%
GPRMC	DARNALL AMC								
	2009	298	87%	87%	79%	92%	100%	86%	89%
	2008	346	78%	81%	72%	80%	96%	73%	86%
GPRMC	EVANS ACH								
	2009	353	89%	80%	95%	91%	92%	86%	92%
	2008	547	89%	84%	86%	98%	93%	93%	84%
GPRMC	IRWIN ACH								
	2009	289	84%	86%	79%	84%	100%	84%	83%
	2008	202	67%	73%	56%	74%	93%	61%	75%
GPRMC	L. WOOD ACH								
	2009	268	81%	89%	70%	86%	98%	73%	91%
	2008	378	85%	95%	69%	88%	99%	79%	93%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	330	86%	84%	86%	93%	100%	86%	87%
	2008	390	90%	88%	92%	91%	*	88%	95%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	231	81%	79%	83%	81%	*	79%	91%
	2008	191	77%	83%	73%	74%	*	78%	67%
GPRMC	REYNOLDS ACH								
	2009	311	83%	83%	77%	87%	94%	80%	87%
	2008	345	74%	70%	75%	78%	85%	72%	79%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	320	84%	91%	73%	85%	89%	80%	88%
	2008	417	82%	82%	80%	79%	99%	81%	83%
NARMC	DEWITT ACH								
	2009	735	86%	83%	88%	92%	96%	88%	84%
	2008	393	87%	92%	79%	86%	95%	86%	88%
NARMC	GUTHRIE AHC								
	2009	218	82%	68%	80%	89%	90%	79%	92%
	2008	151	84%	84%	84%	85%	94%	83%	86%
NARMC	IRELAND ACH								
	2009	311	80%	83%	76%	81%	100%	80%	81%
	2008	280	77%	68%	79%	88%	85%	74%	83%
NARMC	KELLER ACH								
	2009	269	88%	84%	88%	90%	100%	87%	90%
	2008	156	90%	91%	83%	94%	99%	87%	93%
NARMC	KENNER AHC								
	2009	215	82%	82%	77%	87%	82%	81%	92%
	2008	89	79%	61%	85%	86%	100%	79%	*
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	503	80%	82%	72%	89%	85%	78%	89%
	2008	259	73%	67%	71%	88%	84%	75%	64%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	251	85%	86%	82%	88%	96%	82%	90%
	2008	128	79%	77%	71%	86%	93%	66%	93%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	513	85%	81%	85%	95%	92%	83%	86%
	2008	330	80%	74%	84%	88%	95%	80%	81%
NARMC	WOMACK AMC								
	2009	379	84%	91%	75%	83%	89%	80%	89%
	2008	896	83%	86%	75%	91%	96%	80%	87%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	90	97%	98%	94%	97%	100%	98%	95%
	2008	90	95%	94%	100%	100%	*	92%	100%
PRMC	BRIAN ALLGOOD ACH								
	2009	137	84%	87%	85%	73%	100%	82%	89%
	2008	108	86%	91%	67%	91%	97%	84%	87%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q6 - Ease making appt by phone

		Percent Excellent Top 3							
					Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty					
PRMC	TRIPLER AMC								
	2009	394	87%	84%	88%	90%	88%	93%	83%
	2008	680	89%	91%	86%	93%	97%	90%	88%
SERMC	BLANCHFIELD ACH								
	2009	282	85%	86%	76%	89%	98%	82%	89%
	2008	516	79%	84%	72%	84%	97%	75%	86%
SERMC	EISENHOWER AMC								
	2009	380	85%	86%	81%	88%	96%	86%	82%
	2008	794	88%	89%	84%	90%	92%	86%	93%
SERMC	FOX ARMY HEALTH CENTER								
	2009	230	83%	81%	83%	89%	71%	83%	82%
	2008	234	64%	74%	51%	67%	*	61%	84%
SERMC	LYSTER AHC								
	2009	274	87%	82%	87%	95%	100%	86%	94%
	2008	234	84%	86%	76%	90%	100%	85%	64%
SERMC	MARTIN ACH								
	2009	348	80%	90%	71%	84%	95%	78%	86%
	2008	539	83%	94%	70%	86%	97%	82%	89%
SERMC	MONCRIEF ACH								
	2009	350	91%	90%	87%	93%	99%	89%	96%
	2008	128	77%	73%	70%	81%	100%	78%	74%
SERMC	WINN ACH								
	2009	300	72%	61%	76%	78%	86%	73%	71%
	2008	271	73%	82%	62%	81%	86%	67%	85%
WRMC	BASSETT ACH								
	2009	151	80%	81%	72%	84%	93%	74%	93%
	2008	140	73%	77%	63%	89%	93%	77%	66%
WRMC	MADIGAN AMC								
	2009	353	84%	88%	76%	85%	87%	80%	88%
	2008	224	77%	76%	75%	76%	92%	76%	78%
WRMC	WEED ACH								
	2009	154	88%	85%	87%	94%	88%	87%	88%
	2008	123	82%	84%	79%	78%	100%	85%	75%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26953	65%	65%	60%	69%	80%	64%	67%
	2008	--	--	--	--	--	--	--	--
Overall - Army <sup>2</sup>									
	2009	11446	62%	61%	57%	68%	79%	60%	65%
	2008	--	--	--	--	--	--	--	--
Army - CONUS <sup>3</sup>									
	2009	10480	62%	60%	56%	68%	80%	60%	64%
	2008	--	--	--	--	--	--	--	--
Army - OCONUS									
	2009	966	67%	67%	62%	71%	73%	64%	70%
	2008	--	--	--	--	--	--	--	--
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	732	68%	67%	64%	73%	74%	64%	72%
	2008	--	--	--	--	--	--	--	--
GPRMC	Great Plains Regional Medical Command								
	2009	3369	60%	57%	56%	67%	79%	58%	62%
	2008	--	--	--	--	--	--	--	--
NARMC	North Atlantic Regional Medical Command								
	2009	3592	62%	59%	56%	71%	82%	60%	64%
	2008	--	--	--	--	--	--	--	--
PRMC	Pacific Regional Medical Command								
	2009	656	65%	64%	58%	71%	78%	66%	64%
	2008	--	--	--	--	--	--	--	--
SERMC	Southeast Regional Medical Command								
	2009	2344	64%	63%	58%	67%	83%	61%	69%
	2008	--	--	--	--	--	--	--	--
WRMC	Western Regional Medical Command								
	2009	752	64%	68%	54%	65%	70%	62%	67%
	2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Access to Care**

**Q3A - Saw my provider when needed**

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	215	70%	69%	66%	77%	72%	69%	70%
	2008	--	--	--	--	--	--	--	--
ERMC	HEIDELBERG MEDDAC								
	2009	212	64%	66%	57%	58%	80%	57%	76%
	2008	--	--	--	--	--	--	--	--
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	305	68%	67%	66%	75%	73%	63%	72%
	2008	--	--	--	--	--	--	--	--
GPRMC	BAYNE-JONES ACH								
	2009	159	53%	52%	45%	52%	91%	40%	62%
	2008	--	--	--	--	--	--	--	--
GPRMC	BROOKE AMC								
	2009	474	55%	51%	53%	68%	74%	47%	61%
	2008	--	--	--	--	--	--	--	--
GPRMC	DARNALL AMC								
	2009	366	58%	52%	53%	69%	80%	60%	56%
	2008	--	--	--	--	--	--	--	--
GPRMC	EVANS ACH								
	2009	405	66%	59%	68%	72%	72%	63%	68%
	2008	--	--	--	--	--	--	--	--
GPRMC	IRWIN ACH								
	2009	335	64%	66%	55%	63%	90%	67%	60%
	2008	--	--	--	--	--	--	--	--
GPRMC	L. WOOD ACH								
	2009	352	56%	59%	47%	56%	69%	47%	64%
	2008	--	--	--	--	--	--	--	--
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	326	64%	62%	64%	72%	82%	61%	74%
	2008	--	--	--	--	--	--	--	--
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	200	67%	70%	63%	66%	71%	67%	70%
	2008	--	--	--	--	--	--	--	--
GPRMC	REYNOLDS ACH								
	2009	379	68%	64%	63%	74%	88%	69%	66%
	2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3A - Saw my provider when needed

		Responses	Percent Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	373	56%	55%	48%	67%	79%	54%	59%
	2008	--	--	--	--	--	--	--	--
NARMC	DEWITT ACH								
	2009	732	59%	58%	53%	64%	85%	59%	58%
	2008	--	--	--	--	--	--	--	--
NARMC	GUTHRIE AHC								
	2009	228	66%	60%	65%	66%	81%	62%	78%
	2008	--	--	--	--	--	--	--	--
NARMC	IRELAND ACH								
	2009	391	62%	57%	58%	76%	87%	62%	63%
	2008	--	--	--	--	--	--	--	--
NARMC	KELLER ACH								
	2009	267	72%	74%	56%	92%	93%	70%	76%
	2008	--	--	--	--	--	--	--	--
NARMC	KENNER AHC								
	2009	224	56%	56%	48%	52%	94%	57%	51%
	2008	--	--	--	--	--	--	--	--
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	476	68%	65%	66%	78%	79%	67%	73%
	2008	--	--	--	--	--	--	--	--
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	272	57%	53%	52%	61%	93%	56%	60%
	2008	--	--	--	--	--	--	--	--
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	566	62%	62%	53%	72%	80%	55%	66%
	2008	--	--	--	--	--	--	--	--
NARMC	WOMACK AMC								
	2009	436	59%	56%	54%	70%	74%	57%	61%
	2008	--	--	--	--	--	--	--	--
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	51	66%	67%	61%	*	*	64%	70%
	2008	--	--	--	--	--	--	--	--
PRMC	BRIAN ALLGOOD ACH								
	2009	169	59%	59%	52%	65%	66%	59%	59%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3A - Saw my provider when needed

			Percent Agree						
						Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members				
PRMC	TRIPLER AMC								
	2009	436	66%	66%	60%	72%	82%	69%	65%
	2008	--	--	--	--	--	--	--	--
SERMC	BLANCHFIELD ACH								
	2009	351	62%	68%	41%	67%	82%	51%	76%
	2008	--	--	--	--	--	--	--	--
SERMC	EISENHOWER AMC								
	2009	439	65%	60%	64%	73%	84%	67%	63%
	2008	--	--	--	--	--	--	--	--
SERMC	FOX ARMY HEALTH CENTER								
	2009	203	65%	62%	65%	67%	82%	63%	72%
	2008	--	--	--	--	--	--	--	--
SERMC	LYSTER AHC								
	2009	276	69%	58%	82%	84%	86%	72%	56%
	2008	--	--	--	--	--	--	--	--
SERMC	MARTIN ACH								
	2009	364	61%	51%	62%	68%	78%	59%	67%
	2008	--	--	--	--	--	--	--	--
SERMC	MONCRIEF ACH								
	2009	385	68%	64%	67%	71%	88%	68%	69%
	2008	--	--	--	--	--	--	--	--
SERMC	WINN ACH								
	2009	326	62%	70%	53%	55%	81%	59%	68%
	2008	--	--	--	--	--	--	--	--
WRMC	BASSETT ACH								
	2009	178	66%	73%	48%	69%	80%	66%	67%
	2008	--	--	--	--	--	--	--	--
WRMC	MADIGAN AMC								
	2009	421	63%	67%	55%	64%	67%	60%	67%
	2008	--	--	--	--	--	--	--	--
WRMC	WEED ACH								
	2009	153	66%	69%	55%	67%	84%	67%	64%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

			Percent Same Day						
				Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Responses			Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark¹			--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26810	20%	21%	20%	15%	16%	23%	16%
	2008	--	--	--	--	--	--	--	--
Overall - Army ²									
	2009	11387	22%	23%	23%	17%	18%	25%	18%
	2008	--	--	--	--	--	--	--	--
Army - CONUS ³									
	2009	10423	22%	24%	23%	17%	18%	25%	18%
	2008	--	--	--	--	--	--	--	--
Army - OCONUS									
	2009	964	22%	21%	24%	18%	22%	25%	16%
	2008	--	--	--	--	--	--	--	--
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	732	22%	21%	25%	20%	20%	27%	15%
	2008	--	--	--	--	--	--	--	--
GPRMC	Great Plains Regional Medical Command								
	2009	3341	24%	26%	25%	18%	21%	24%	23%
	2008	--	--	--	--	--	--	--	--
NARMC	North Atlantic Regional Medical Command								
	2009	3581	21%	21%	23%	18%	18%	24%	15%
	2008	--	--	--	--	--	--	--	--
PRMC	Pacific Regional Medical Command								
	2009	654	20%	20%	24%	17%	18%	25%	17%
	2008	--	--	--	--	--	--	--	--
SERMC	Southeast Regional Medical Command								
	2009	2334	23%	27%	24%	17%	18%	26%	18%
	2008	--	--	--	--	--	--	--	--
WRMC	Western Regional Medical Command								
	2009	744	18%	23%	18%	8%	5%	21%	12%
	2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Access to Care**

**Q3B - # days from appt to visit**

		Responses	Percent Same Day						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	215	27%	26%	26%	27%	34%	27%	26%
	2008	--	--	--	--	--	--	--	--
ERMC	HEIDELBERG MEDDAC								
	2009	211	25%	23%	30%	25%	17%	29%	17%
	2008	--	--	--	--	--	--	--	--
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	306	18%	18%	22%	14%	14%	26%	13%
	2008	--	--	--	--	--	--	--	--
GPRMC	BAYNE-JONES ACH								
	2009	162	38%	36%	53%	17%	40%	40%	36%
	2008	--	--	--	--	--	--	--	--
GPRMC	BROOKE AMC								
	2009	467	20%	22%	26%	13%	2%	23%	19%
	2008	--	--	--	--	--	--	--	--
GPRMC	DARNALL AMC								
	2009	358	23%	22%	26%	19%	30%	19%	29%
	2008	--	--	--	--	--	--	--	--
GPRMC	EVANS ACH								
	2009	401	22%	29%	20%	16%	9%	23%	22%
	2008	--	--	--	--	--	--	--	--
GPRMC	IRWIN ACH								
	2009	336	28%	30%	27%	23%	23%	27%	28%
	2008	--	--	--	--	--	--	--	--
GPRMC	L. WOOD ACH								
	2009	344	29%	42%	19%	14%	31%	34%	25%
	2008	--	--	--	--	--	--	--	--
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	326	30%	28%	34%	36%	13%	37%	13%
	2008	--	--	--	--	--	--	--	--
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	200	30%	39%	23%	13%	49%	27%	40%
	2008	--	--	--	--	--	--	--	--
GPRMC	REYNOLDS ACH								
	2009	376	22%	24%	19%	23%	16%	24%	18%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent Same Day						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	371	18%	16%	21%	16%	32%	20%	16%
	2008	--	--	--	--	--	--	--	--
NARMC	DEWITT ACH								
	2009	733	20%	16%	34%	12%	9%	20%	20%
	2008	--	--	--	--	--	--	--	--
NARMC	GUTHRIE AHC								
	2009	227	24%	9%	32%	30%	15%	27%	14%
	2008	--	--	--	--	--	--	--	--
NARMC	IRELAND ACH								
	2009	387	23%	28%	22%	15%	18%	27%	18%
	2008	--	--	--	--	--	--	--	--
NARMC	KELLER ACH								
	2009	267	22%	24%	17%	28%	10%	25%	17%
	2008	--	--	--	--	--	--	--	--
NARMC	KENNER AHC								
	2009	222	14%	23%	11%	3%	0%	13%	19%
	2008	--	--	--	--	--	--	--	--
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	475	29%	35%	22%	22%	24%	33%	18%
	2008	--	--	--	--	--	--	--	--
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	269	27%	34%	21%	22%	13%	36%	11%
	2008	--	--	--	--	--	--	--	--
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	566	14%	12%	19%	8%	22%	16%	12%
	2008	--	--	--	--	--	--	--	--
NARMC	WOMACK AMC								
	2009	435	20%	20%	20%	18%	24%	24%	15%
	2008	--	--	--	--	--	--	--	--
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	50	22%	21%	22%	*	*	26%	10%
	2008	--	--	--	--	--	--	--	--
PRMC	BRIAN ALLGOOD ACH								
	2009	168	20%	20%	19%	14%	32%	18%	23%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent Same Day						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	436	20%	20%	25%	18%	14%	28%	16%
	2008	--	--	--	--	--	--	--	--
SERMC	BLANCHFIELD ACH								
	2009	346	21%	22%	21%	20%	19%	25%	16%
	2008	--	--	--	--	--	--	--	--
SERMC	EISENHOWER AMC								
	2009	438	23%	25%	25%	11%	25%	26%	16%
	2008	--	--	--	--	--	--	--	--
SERMC	FOX ARMY HEALTH CENTER								
	2009	205	23%	27%	22%	16%	22%	25%	16%
	2008	--	--	--	--	--	--	--	--
SERMC	LYSTER AHC								
	2009	276	29%	26%	35%	31%	18%	32%	17%
	2008	--	--	--	--	--	--	--	--
SERMC	MARTIN ACH								
	2009	361	21%	40%	15%	8%	12%	22%	20%
	2008	--	--	--	--	--	--	--	--
SERMC	MONCRIEF ACH								
	2009	382	25%	33%	29%	14%	8%	29%	16%
	2008	--	--	--	--	--	--	--	--
SERMC	WINN ACH								
	2009	326	25%	21%	28%	32%	22%	29%	20%
	2008	--	--	--	--	--	--	--	--
WRMC	BASSETT ACH								
	2009	175	18%	16%	30%	14%	3%	18%	18%
	2008	--	--	--	--	--	--	--	--
WRMC	MADIGAN AMC								
	2009	416	18%	25%	16%	6%	4%	22%	10%
	2008	--	--	--	--	--	--	--	--
WRMC	WEED ACH								
	2009	153	18%	23%	14%	11%	12%	19%	15%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

			Percent 1-7 Days						
				Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Responses			Total						
Direct Care 2009 Civilian Benchmark <sup>1</sup>			--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26810	45%	45%	43%	46%	43%	48%	40%
	2008	--	--	--	--	--	--	--	--
Overall - Army <sup>2</sup>									
	2009	11387	42%	43%	40%	44%	40%	45%	39%
	2008	--	--	--	--	--	--	--	--
Army - CONUS <sup>3</sup>									
	2009	10423	42%	42%	40%	43%	41%	44%	39%
	2008	--	--	--	--	--	--	--	--
Army - OCONUS									
	2009	964	45%	48%	39%	48%	40%	50%	38%
	2008	--	--	--	--	--	--	--	--
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	732	45%	46%	40%	49%	40%	50%	37%
	2008	--	--	--	--	--	--	--	--
GPRMC	Great Plains Regional Medical Command								
	2009	3341	42%	44%	40%	45%	37%	47%	37%
	2008	--	--	--	--	--	--	--	--
NARMC	North Atlantic Regional Medical Command								
	2009	3581	38%	37%	39%	42%	37%	40%	36%
	2008	--	--	--	--	--	--	--	--
PRMC	Pacific Regional Medical Command								
	2009	654	45%	49%	38%	44%	45%	47%	43%
	2008	--	--	--	--	--	--	--	--
SERMC	Southeast Regional Medical Command								
	2009	2334	47%	48%	45%	46%	47%	47%	46%
	2008	--	--	--	--	--	--	--	--
WRMC	Western Regional Medical Command								
	2009	744	38%	43%	32%	35%	38%	40%	35%
	2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Access to Care**

**Q3B - # days from appt to visit**

		Responses	Percent 1-7 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	215	53%	54%	52%	55%	39%	57%	37%
	2008	--	--	--	--	--	--	--	--
ERMC	HEIDELBERG MEDDAC								
	2009	211	40%	42%	38%	38%	29%	35%	50%
	2008	--	--	--	--	--	--	--	--
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	306	42%	44%	34%	48%	44%	53%	35%
	2008	--	--	--	--	--	--	--	--
GPRMC	BAYNE-JONES ACH								
	2009	162	37%	32%	28%	60%	43%	39%	35%
	2008	--	--	--	--	--	--	--	--
GPRMC	BROOKE AMC								
	2009	467	41%	43%	42%	34%	45%	44%	40%
	2008	--	--	--	--	--	--	--	--
GPRMC	DARNALL AMC								
	2009	358	50%	49%	47%	62%	30%	61%	34%
	2008	--	--	--	--	--	--	--	--
GPRMC	EVANS ACH								
	2009	401	40%	43%	36%	41%	41%	42%	38%
	2008	--	--	--	--	--	--	--	--
GPRMC	IRWIN ACH								
	2009	336	39%	40%	40%	41%	28%	48%	29%
	2008	--	--	--	--	--	--	--	--
GPRMC	L. WOOD ACH								
	2009	344	23%	26%	19%	21%	29%	18%	28%
	2008	--	--	--	--	--	--	--	--
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	326	48%	48%	51%	38%	53%	48%	48%
	2008	--	--	--	--	--	--	--	--
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	200	45%	40%	49%	53%	40%	46%	39%
	2008	--	--	--	--	--	--	--	--
GPRMC	REYNOLDS ACH								
	2009	376	51%	49%	53%	49%	61%	52%	49%
	2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 1-7 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	371	42%	52%	36%	33%	22%	46%	38%
	2008	--	--	--	--	--	--	--	--
NARMC	DEWITT ACH								
	2009	733	35%	36%	30%	36%	44%	38%	30%
	2008	--	--	--	--	--	--	--	--
NARMC	GUTHRIE AHC								
	2009	227	42%	60%	29%	45%	47%	37%	60%
	2008	--	--	--	--	--	--	--	--
NARMC	IRELAND ACH								
	2009	387	48%	43%	54%	56%	34%	47%	50%
	2008	--	--	--	--	--	--	--	--
NARMC	KELLER ACH								
	2009	267	42%	38%	42%	49%	56%	41%	45%
	2008	--	--	--	--	--	--	--	--
NARMC	KENNER AHC								
	2009	222	62%	49%	73%	73%	80%	62%	64%
	2008	--	--	--	--	--	--	--	--
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	475	40%	30%	52%	53%	48%	42%	34%
	2008	--	--	--	--	--	--	--	--
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	269	32%	31%	35%	30%	36%	33%	30%
	2008	--	--	--	--	--	--	--	--
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	566	34%	34%	36%	35%	25%	38%	32%
	2008	--	--	--	--	--	--	--	--
NARMC	WOMACK AMC								
	2009	435	36%	37%	36%	35%	25%	37%	34%
	2008	--	--	--	--	--	--	--	--
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	50	59%	62%	61%	*	*	59%	60%
	2008	--	--	--	--	--	--	--	--
PRMC	BRIAN ALLGOOD ACH								
	2009	168	43%	51%	32%	41%	37%	45%	40%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 1-7 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	436	45%	48%	40%	45%	47%	48%	44%
	2008	--	--	--	--	--	--	--	--
SERMC	BLANCHFIELD ACH								
	2009	346	47%	49%	42%	49%	49%	48%	46%
	2008	--	--	--	--	--	--	--	--
SERMC	EISENHOWER AMC								
	2009	438	46%	50%	44%	48%	33%	49%	41%
	2008	--	--	--	--	--	--	--	--
SERMC	FOX ARMY HEALTH CENTER								
	2009	205	60%	61%	56%	64%	55%	58%	67%
	2008	--	--	--	--	--	--	--	--
SERMC	LYSTER AHC								
	2009	276	42%	38%	45%	49%	52%	38%	59%
	2008	--	--	--	--	--	--	--	--
SERMC	MARTIN ACH								
	2009	361	45%	37%	53%	45%	48%	44%	48%
	2008	--	--	--	--	--	--	--	--
SERMC	MONCRIEF ACH								
	2009	382	54%	45%	59%	62%	66%	55%	53%
	2008	--	--	--	--	--	--	--	--
SERMC	WINN ACH								
	2009	326	42%	54%	33%	31%	49%	41%	44%
	2008	--	--	--	--	--	--	--	--
WRMC	BASSETT ACH								
	2009	175	50%	56%	32%	51%	69%	49%	51%
	2008	--	--	--	--	--	--	--	--
WRMC	MADIGAN AMC								
	2009	416	34%	39%	30%	31%	31%	37%	30%
	2008	--	--	--	--	--	--	--	--
WRMC	WEED ACH								
	2009	153	54%	55%	55%	52%	46%	57%	49%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Total	Active Duty	Percent 8-30 Days				Primary Care	Specialty Care
					Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+			
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	--	--	--	--	--	--	--	
Overall - Direct Care										
	2009	26810	32%	30%	33%	36%	38%	27%	39%	
	2008	--	--	--	--	--	--	--	--	
Overall - Army <sup>2</sup>										
	2009	11387	32%	30%	33%	35%	38%	28%	38%	
	2008	--	--	--	--	--	--	--	--	
Army - CONUS <sup>3</sup>										
	2009	10423	32%	30%	33%	36%	38%	28%	38%	
	2008	--	--	--	--	--	--	--	--	
Army - OCONUS										
	2009	964	31%	29%	34%	31%	37%	23%	42%	
	2008	--	--	--	--	--	--	--	--	
Army - Intermediate Commands										
ERMC	Europe Regional Medical Command									
	2009	732	31%	30%	32%	30%	39%	22%	44%	
	2008	--	--	--	--	--	--	--	--	
GPRMC	Great Plains Regional Medical Command									
	2009	3341	30%	27%	32%	34%	37%	26%	35%	
	2008	--	--	--	--	--	--	--	--	
NARMC	North Atlantic Regional Medical Command									
	2009	3581	37%	38%	35%	36%	43%	33%	43%	
	2008	--	--	--	--	--	--	--	--	
PRMC	Pacific Regional Medical Command									
	2009	654	31%	28%	35%	34%	36%	27%	34%	
	2008	--	--	--	--	--	--	--	--	
SERMC	Southeast Regional Medical Command									
	2009	2334	28%	24%	29%	33%	33%	25%	34%	
	2008	--	--	--	--	--	--	--	--	
WRMC	Western Regional Medical Command									
	2009	744	36%	26%	39%	49%	48%	33%	40%	
	2008	--	--	--	--	--	--	--	--	

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Access to Care**

**Q3B - # days from appt to visit**

		Responses	Percent 8-30 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC	215	20%	18%	22%	17%	27%	16%	35%
	2009	--	--	--	--	--	--	--	--
	2008								
ERMC	HEIDELBERG MEDDAC	211	33%	34%	27%	31%	54%	33%	34%
	2009	--	--	--	--	--	--	--	--
	2008								
ERMC	LANDSTUHL REGIONAL MEDCEN	306	36%	35%	38%	37%	40%	21%	47%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	BAYNE-JONES ACH	162	22%	27%	16%	22%	16%	16%	25%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	BROOKE AMC	467	33%	30%	29%	47%	48%	29%	36%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	DARNALL AMC	358	23%	25%	22%	17%	31%	18%	30%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	EVANS ACH	401	36%	27%	42%	41%	46%	34%	38%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	IRWIN ACH	336	32%	29%	33%	35%	47%	24%	42%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	L. WOOD ACH	344	41%	29%	56%	47%	32%	40%	42%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	MUNSON ARMY HEALTH CENTER	326	21%	22%	14%	25%	34%	14%	37%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	R W BLISS ARMY HEALTH CENTER	200	23%	20%	26%	29%	10%	24%	20%
	2009	--	--	--	--	--	--	--	--
	2008								
GPRMC	REYNOLDS ACH	376	25%	22%	27%	27%	20%	20%	32%
	2009	--	--	--	--	--	--	--	--
	2008								

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 8-30 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	371	34%	28%	35%	45%	44%	30%	40%
	2008	--	--	--	--	--	--	--	--
NARMC	DEWITT ACH								
	2009	733	40%	42%	32%	50%	43%	38%	43%
	2008	--	--	--	--	--	--	--	--
NARMC	GUTHRIE AHC								
	2009	227	33%	32%	37%	25%	38%	34%	26%
	2008	--	--	--	--	--	--	--	--
NARMC	IRELAND ACH								
	2009	387	26%	26%	24%	26%	42%	26%	27%
	2008	--	--	--	--	--	--	--	--
NARMC	KELLER ACH								
	2009	267	32%	31%	39%	21%	34%	33%	31%
	2008	--	--	--	--	--	--	--	--
NARMC	KENNER AHC								
	2009	222	19%	20%	15%	25%	20%	21%	13%
	2008	--	--	--	--	--	--	--	--
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	475	29%	33%	25%	23%	27%	24%	47%
	2008	--	--	--	--	--	--	--	--
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	269	39%	35%	38%	47%	51%	30%	55%
	2008	--	--	--	--	--	--	--	--
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	566	46%	48%	40%	53%	48%	42%	49%
	2008	--	--	--	--	--	--	--	--
NARMC	WOMACK AMC								
	2009	435	41%	41%	40%	39%	51%	36%	47%
	2008	--	--	--	--	--	--	--	--
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	50	18%	17%	16%	*	*	15%	29%
	2008	--	--	--	--	--	--	--	--
PRMC	BRIAN ALLGOOD ACH								
	2009	168	34%	27%	46%	37%	31%	34%	35%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 8-30 Days						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	436	31%	28%	32%	32%	38%	23%	34%
	2008	--	--	--	--	--	--	--	--
SERMC	BLANCHFIELD ACH								
	2009	346	30%	27%	36%	29%	30%	26%	35%
	2008	--	--	--	--	--	--	--	--
SERMC	EISENHOWER AMC								
	2009	438	28%	22%	28%	38%	42%	23%	39%
	2008	--	--	--	--	--	--	--	--
SERMC	FOX ARMY HEALTH CENTER								
	2009	205	16%	13%	19%	20%	23%	16%	15%
	2008	--	--	--	--	--	--	--	--
SERMC	LYSTER AHC								
	2009	276	26%	31%	17%	20%	30%	26%	24%
	2008	--	--	--	--	--	--	--	--
SERMC	MARTIN ACH								
	2009	361	30%	20%	30%	43%	37%	32%	27%
	2008	--	--	--	--	--	--	--	--
SERMC	MONCRIEF ACH								
	2009	382	20%	21%	12%	24%	26%	16%	30%
	2008	--	--	--	--	--	--	--	--
SERMC	WINN ACH								
	2009	326	30%	25%	36%	33%	27%	28%	35%
	2008	--	--	--	--	--	--	--	--
WRMC	BASSETT ACH								
	2009	175	31%	28%	38%	33%	26%	32%	31%
	2008	--	--	--	--	--	--	--	--
WRMC	MADIGAN AMC								
	2009	416	37%	26%	41%	54%	53%	34%	43%
	2008	--	--	--	--	--	--	--	--
WRMC	WEED ACH								
	2009	153	25%	22%	25%	28%	42%	23%	29%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 31 Days or More						
			Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	26810	3%	3%	4%	4%	3%	2%	5%
	2008	--	--	--	--	--	--	--	--
Overall - Army <sup>2</sup>									
	2009	11387	4%	4%	4%	4%	3%	3%	5%
	2008	--	--	--	--	--	--	--	--
Army - CONUS <sup>3</sup>									
	2009	10423	4%	4%	4%	4%	4%	3%	5%
	2008	--	--	--	--	--	--	--	--
Army - OCONUS									
	2009	964	2%	2%	4%	3%	1%	1%	4%
	2008	--	--	--	--	--	--	--	--
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	732	2%	2%	4%	1%	1%	1%	4%
	2008	--	--	--	--	--	--	--	--
GPRMC	Great Plains Regional Medical Command								
	2009	3341	4%	3%	4%	4%	5%	3%	5%
	2008	--	--	--	--	--	--	--	--
NARMC	North Atlantic Regional Medical Command								
	2009	3581	4%	4%	3%	4%	2%	3%	5%
	2008	--	--	--	--	--	--	--	--
PRMC	Pacific Regional Medical Command								
	2009	654	4%	3%	3%	6%	1%	1%	5%
	2008	--	--	--	--	--	--	--	--
SERMC	Southeast Regional Medical Command								
	2009	2334	2%	2%	2%	3%	2%	2%	3%
	2008	--	--	--	--	--	--	--	--
WRMC	Western Regional Medical Command								
	2009	744	9%	8%	11%	8%	9%	6%	14%
	2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 31 Days or More						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	215	0%	1%	0%	0%	0%	0%	2%
	2008	--	--	--	--	--	--	--	--
ERMC	HEIDELBERG MEDDAC								
	2009	211	2%	0%	4%	6%	0%	3%	0%
	2008	--	--	--	--	--	--	--	--
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	306	3%	3%	6%	1%	2%	1%	5%
	2008	--	--	--	--	--	--	--	--
GPRMC	BAYNE-JONES ACH								
	2009	162	4%	6%	3%	1%	0%	5%	3%
	2008	--	--	--	--	--	--	--	--
GPRMC	BROOKE AMC								
	2009	467	5%	6%	4%	6%	5%	4%	6%
	2008	--	--	--	--	--	--	--	--
GPRMC	DARNALL AMC								
	2009	358	4%	4%	5%	3%	9%	2%	7%
	2008	--	--	--	--	--	--	--	--
GPRMC	EVANS ACH								
	2009	401	2%	1%	2%	2%	4%	1%	3%
	2008	--	--	--	--	--	--	--	--
GPRMC	IRWIN ACH								
	2009	336	1%	1%	0%	1%	2%	0%	2%
	2008	--	--	--	--	--	--	--	--
GPRMC	L. WOOD ACH								
	2009	344	7%	4%	5%	18%	9%	9%	5%
	2008	--	--	--	--	--	--	--	--
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	326	1%	1%	1%	1%	0%	1%	2%
	2008	--	--	--	--	--	--	--	--
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	200	2%	1%	2%	5%	0%	2%	1%
	2008	--	--	--	--	--	--	--	--
GPRMC	REYNOLDS ACH								
	2009	376	3%	5%	1%	1%	3%	4%	1%
	2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 31 Days or More						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	371	5%	4%	7%	6%	2%	4%	6%
	2008	--	--	--	--	--	--	--	--
NARMC	DEWITT ACH								
	2009	733	5%	7%	4%	2%	4%	4%	7%
	2008	--	--	--	--	--	--	--	--
NARMC	GUTHRIE AHC								
	2009	227	1%	0%	2%	1%	0%	2%	0%
	2008	--	--	--	--	--	--	--	--
NARMC	IRELAND ACH								
	2009	387	2%	3%	0%	3%	6%	1%	5%
	2008	--	--	--	--	--	--	--	--
NARMC	KELLER ACH								
	2009	267	4%	7%	1%	1%	0%	1%	8%
	2008	--	--	--	--	--	--	--	--
NARMC	KENNER AHC								
	2009	222	4%	8%	1%	0%	0%	4%	4%
	2008	--	--	--	--	--	--	--	--
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	475	2%	2%	1%	2%	0%	2%	2%
	2008	--	--	--	--	--	--	--	--
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	269	2%	0%	6%	2%	0%	1%	4%
	2008	--	--	--	--	--	--	--	--
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	566	6%	6%	6%	3%	5%	5%	6%
	2008	--	--	--	--	--	--	--	--
NARMC	WOMACK AMC								
	2009	435	4%	3%	3%	8%	0%	3%	4%
	2008	--	--	--	--	--	--	--	--
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	50	0%	0%	0%	*	*	1%	0%
	2008	--	--	--	--	--	--	--	--
PRMC	BRIAN ALLGOOD ACH								
	2009	168	3%	2%	3%	8%	0%	4%	2%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3B - # days from appt to visit

		Responses	Percent 31 Days or More						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	436	4%	4%	3%	5%	2%	0%	6%
	2008	--	--	--	--	--	--	--	--
SERMC	BLANCHFIELD ACH								
	2009	346	2%	2%	1%	3%	2%	1%	2%
	2008	--	--	--	--	--	--	--	--
SERMC	EISENHOWER AMC								
	2009	438	3%	3%	3%	4%	1%	2%	4%
	2008	--	--	--	--	--	--	--	--
SERMC	FOX ARMY HEALTH CENTER								
	2009	205	1%	0%	4%	0%	0%	1%	2%
	2008	--	--	--	--	--	--	--	--
SERMC	LYSTER AHC								
	2009	276	3%	4%	3%	0%	0%	4%	0%
	2008	--	--	--	--	--	--	--	--
SERMC	MARTIN ACH								
	2009	361	3%	3%	2%	5%	3%	2%	5%
	2008	--	--	--	--	--	--	--	--
SERMC	MONCRIEF ACH								
	2009	382	1%	1%	0%	1%	0%	1%	1%
	2008	--	--	--	--	--	--	--	--
SERMC	WINN ACH								
	2009	326	2%	0%	4%	5%	2%	3%	1%
	2008	--	--	--	--	--	--	--	--
WRMC	BASSETT ACH								
	2009	175	0%	0%	0%	2%	3%	1%	0%
	2008	--	--	--	--	--	--	--	--
WRMC	MADIGAN AMC								
	2009	416	11%	10%	13%	9%	12%	7%	17%
	2008	--	--	--	--	--	--	--	--
WRMC	WEED ACH								
	2009	153	3%	0%	6%	9%	0%	1%	7%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Total	Active Duty	Proportion Always			Primary Care	Specialty Care
					Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+		
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	77%	--	--	--	--	--	--
Overall - Direct Care									
	2009	33608.5	79%	78%	77%	83%	89%	77%	82%
	2008	35448	78%	77%	76%	82%	89%	75%	82%
Overall - Army <sup>2</sup>									
	2009	14064.8	79%	77%	77%	84%	89%	77%	82%
	2008	14988.2	77%	76%	74%	83%	89%	75%	81%
Army - CONUS <sup>3</sup>									
	2009	12835.5	79%	76%	77%	84%	90%	77%	81%
	2008	13798.8	77%	76%	74%	83%	89%	75%	80%
Army - OCONUS									
	2009	1229.3	83%	84%	82%	82%	84%	80%	89%
	2008	1189.3	80%	78%	79%	89%	90%	77%	83%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	914.5	85%	86%	84%	85%	84%	81%	90%
	2008	898	81%	78%	80%	90%	92%	78%	83%
GPRMC	Great Plains Regional Medical Command								
	2009	4086	78%	73%	77%	84%	91%	76%	80%
	2008	5189.8	76%	73%	74%	82%	90%	73%	80%
NARMC	North Atlantic Regional Medical Command								
	2009	4419.8	80%	78%	78%	84%	89%	79%	81%
	2008	3516.7	79%	79%	75%	85%	89%	77%	83%
PRMC	Pacific Regional Medical Command								
	2009	835	80%	78%	79%	83%	88%	77%	81%
	2008	1172	79%	79%	78%	80%	89%	77%	81%
SERMC	Southeast Regional Medical Command								
	2009	2895.7	78%	76%	76%	84%	89%	77%	81%
	2008	3557.5	76%	76%	70%	83%	89%	74%	80%
WRMC	Western Regional Medical Command								
	2009	912.8	80%	78%	78%	82%	92%	78%	82%
	2008	651.3	77%	76%	76%	79%	87%	77%	78%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Proportion Always							
				Active Duty		Retirees and Family Members		Retirees and Family Members	
		Responses	Total	Active Duty	Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	247	84%	83%	85%	87%	82%	80%	95%
	2008	151.7	74%	71%	72%	84%	97%	72%	83%
ERMC	HEIDELBERG MEDDAC								
	2009	269	79%	77%	75%	95%	78%	76%	86%
	2008	231.7	80%	77%	81%	92%	76%	84%	73%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	398.5	88%	90%	87%	81%	87%	86%	89%
	2008	514.7	82%	80%	82%	91%	96%	79%	84%
GPRMC	BAYNE-JONES ACH								
	2009	203.3	79%	78%	71%	86%	99%	80%	78%
	2008	279.3	75%	75%	68%	92%	93%	71%	81%
GPRMC	BROOKE AMC								
	2009	591.3	81%	79%	77%	90%	90%	78%	83%
	2008	1092.8	82%	79%	80%	83%	90%	74%	87%
GPRMC	DARNALL AMC								
	2009	441	76%	67%	77%	85%	93%	74%	80%
	2008	506.2	75%	73%	75%	78%	90%	69%	82%
GPRMC	EVANS ACH								
	2009	476	79%	72%	82%	82%	86%	77%	80%
	2008	707.8	80%	75%	78%	88%	90%	80%	81%
GPRMC	IRWIN ACH								
	2009	398.5	78%	77%	73%	79%	96%	75%	80%
	2008	304.8	69%	63%	72%	73%	95%	62%	75%
GPRMC	L. WOOD ACH								
	2009	414.3	73%	66%	72%	84%	84%	66%	80%
	2008	553.2	75%	72%	74%	81%	91%	72%	79%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	388.2	82%	82%	76%	89%	97%	82%	82%
	2008	469.2	84%	86%	76%	87%	95%	82%	88%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	276	77%	73%	78%	83%	83%	77%	76%
	2008	231.7	76%	75%	77%	77%	*	75%	80%
GPRMC	REYNOLDS ACH								
	2009	448	80%	77%	74%	88%	92%	82%	77%
	2008	467.3	72%	64%	75%	85%	88%	74%	70%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	449.3	75%	71%	77%	79%	89%	74%	77%
	2008	577.5	74%	72%	71%	76%	87%	75%	73%
NARMC	DEWITT ACH								
	2009	893	79%	79%	75%	82%	87%	77%	81%
	2008	473.3	79%	81%	73%	80%	90%	76%	84%
NARMC	GUTHRIE AHC								
	2009	271.8	81%	74%	80%	85%	95%	81%	82%
	2008	189	75%	70%	75%	88%	90%	75%	76%
NARMC	IRELAND ACH								
	2009	459.7	79%	76%	79%	79%	93%	76%	83%
	2008	429.2	76%	76%	66%	86%	88%	75%	78%
NARMC	KELLER ACH								
	2009	324.3	83%	80%	85%	86%	90%	82%	85%
	2008	195.5	84%	85%	80%	90%	90%	85%	83%
NARMC	KENNER AHC								
	2009	301.5	73%	77%	70%	71%	69%	71%	89%
	2008	126	72%	66%	74%	78%	84%	73%	62%
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	604.8	80%	79%	76%	87%	87%	78%	87%
	2008	300.7	76%	74%	77%	80%	85%	76%	79%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	348.8	78%	73%	79%	83%	94%	79%	77%
	2008	166.3	85%	85%	82%	85%	90%	78%	93%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	692.2	85%	84%	86%	88%	91%	85%	85%
	2008	449.2	84%	80%	87%	90%	84%	84%	84%
NARMC	WOMACK AMC								
	2009	523.7	78%	76%	75%	86%	89%	79%	78%
	2008	1187.5	80%	81%	74%	85%	91%	77%	83%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	101.8	84%	88%	76%	72%	97%	82%	90%
	2008	110.8	77%	73%	82%	83%	*	84%	63%
PRMC	BRIAN ALLGOOD ACH								
	2009	193.3	76%	77%	77%	70%	86%	72%	83%
	2008	146.3	76%	75%	75%	82%	80%	69%	84%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 2 - Doctors Communicate

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	539.8	81%	78%	79%	87%	89%	80%	81%
	2008	914.8	80%	80%	78%	79%	89%	78%	81%
SERMC	BLANCHFIELD ACH								
	2009	416.7	79%	80%	73%	82%	90%	75%	84%
	2008	696.5	72%	74%	66%	78%	88%	68%	76%
SERMC	EISENHOWER AMC								
	2009	521.2	84%	83%	82%	88%	88%	85%	82%
	2008	1076.5	80%	77%	77%	86%	88%	79%	82%
SERMC	FOX ARMY HEALTH CENTER								
	2009	272.2	74%	73%	76%	71%	81%	70%	87%
	2008	278.3	81%	86%	69%	87%	*	80%	86%
SERMC	LYSTER AHC								
	2009	354.7	75%	71%	73%	89%	97%	74%	82%
	2008	269	81%	81%	75%	86%	85%	79%	89%
SERMC	MARTIN ACH								
	2009	466	78%	71%	79%	83%	89%	76%	85%
	2008	703	78%	73%	78%	85%	89%	75%	85%
SERMC	MONCRIEF ACH								
	2009	476.7	76%	74%	67%	85%	91%	73%	85%
	2008	179.5	74%	75%	66%	76%	94%	68%	85%
SERMC	WINN ACH								
	2009	388.3	73%	66%	71%	84%	86%	74%	72%
	2008	354.7	76%	82%	64%	85%	90%	74%	80%
WRMC	BASSETT ACH								
	2009	208.3	80%	79%	73%	87%	93%	80%	79%
	2008	190.8	71%	63%	73%	88%	99%	75%	67%
WRMC	MADIGAN AMC								
	2009	510.2	80%	79%	79%	80%	92%	77%	83%
	2008	307.8	78%	78%	77%	77%	84%	76%	80%
WRMC	WEED ACH								
	2009	194.3	79%	78%	77%	85%	86%	79%	81%
	2008	152.7	83%	92%	77%	79%	90%	82%	87%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About Interactions with Providers

Q21 - Doctor knew your important medical hx

			Percent Always						
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses			Total						
Direct Care 2009 Civilian Benchmark <sup>1</sup>			--	70%	--	--	--	--	--
Overall - Direct Care									
	2009	34645	65%	63%	61%	73%	82%	62%	70%
	2008	36430	64%	63%	61%	71%	82%	61%	70%
Overall - Army <sup>2</sup>									
	2009	14500	67%	63%	63%	75%	84%	64%	70%
	2008	15436	64%	62%	60%	73%	82%	61%	68%
Army - CONUS <sup>3</sup>									
	2009	13233	66%	62%	63%	75%	84%	64%	69%
	2008	14211	64%	62%	60%	73%	82%	61%	68%
Army - OCONUS									
	2009	1267	72%	71%	71%	73%	79%	67%	79%
	2008	1225	68%	66%	66%	80%	84%	65%	71%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	942	73%	71%	72%	77%	77%	68%	79%
	2008	924	68%	65%	66%	81%	87%	65%	71%
GPRMC	Great Plains Regional Medical Command								
	2009	4215	65%	57%	63%	76%	86%	63%	67%
	2008	5346	63%	58%	60%	72%	84%	58%	68%
NARMC	North Atlantic Regional Medical Command								
	2009	4553	66%	64%	63%	74%	82%	64%	70%
	2008	3619	67%	67%	61%	75%	82%	64%	71%
PRMC	Pacific Regional Medical Command								
	2009	862	67%	65%	63%	72%	87%	64%	69%
	2008	1215	66%	65%	65%	68%	78%	63%	69%
SERMC	Southeast Regional Medical Command								
	2009	2988	68%	66%	61%	76%	83%	65%	74%
	2008	3655	63%	60%	56%	74%	81%	60%	66%
WRMC	Western Regional Medical Command								
	2009	939	66%	63%	64%	68%	85%	63%	69%
	2008	674	63%	61%	61%	67%	73%	63%	62%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

### Domain: Feelings About Interactions with Providers

#### Q21 - Doctor knew your important medical hx

		Percent Always							
				Retirees and Family Members Under 65		Retirees and Family Members 65+		Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	255	74%	71%	76%	80%	71%	68%	92%
	2008	158	66%	61%	68%	77%	84%	65%	71%
ERMC	HEIDELBERG MEDDAC								
	2009	279	66%	64%	58%	86%	74%	62%	75%
	2008	237	67%	62%	71%	81%	68%	70%	62%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	408	75%	74%	77%	73%	81%	72%	77%
	2008	529	69%	67%	64%	83%	94%	63%	72%
GPRMC	BAYNE-JONES ACH								
	2009	213	61%	58%	54%	71%	91%	69%	56%
	2008	288	63%	66%	53%	82%	78%	57%	73%
GPRMC	BROOKE AMC								
	2009	610	66%	63%	59%	79%	90%	60%	70%
	2008	1125	68%	63%	65%	73%	85%	58%	75%
GPRMC	DARNALL AMC								
	2009	454	64%	50%	66%	77%	90%	60%	70%
	2008	525	63%	62%	61%	69%	80%	55%	72%
GPRMC	EVANS ACH								
	2009	490	64%	52%	69%	74%	85%	64%	64%
	2008	728	66%	57%	62%	79%	90%	63%	69%
GPRMC	IRWIN ACH								
	2009	414	63%	59%	59%	68%	89%	60%	66%
	2008	314	51%	44%	49%	66%	89%	43%	59%
GPRMC	L. WOOD ACH								
	2009	427	60%	52%	60%	72%	72%	52%	68%
	2008	570	62%	57%	64%	69%	87%	56%	69%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	403	65%	65%	57%	71%	87%	64%	67%
	2008	482	70%	71%	57%	80%	71%	67%	77%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	283	68%	66%	65%	75%	66%	68%	65%
	2008	240	59%	55%	60%	63%	*	55%	75%
GPRMC	REYNOLDS ACH								
	2009	459	70%	63%	64%	83%	83%	74%	63%
	2008	479	59%	49%	61%	78%	82%	60%	58%

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

### Domain: Feelings About Interactions with Providers

#### Q21 - Doctor knew your important medical hx

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	462	67%	62%	65%	77%	86%	66%	69%
	2008	595	61%	56%	60%	67%	83%	62%	60%
NARMC	DEWITT ACH								
	2009	915	63%	63%	57%	69%	82%	60%	66%
	2008	486	64%	65%	55%	67%	80%	60%	68%
NARMC	GUTHRIE AHC								
	2009	283	71%	67%	66%	76%	92%	69%	78%
	2008	196	62%	62%	59%	72%	77%	65%	58%
NARMC	IRELAND ACH								
	2009	479	67%	61%	66%	71%	91%	64%	71%
	2008	442	65%	66%	53%	73%	85%	63%	68%
NARMC	KELLER ACH								
	2009	338	68%	62%	71%	74%	82%	68%	69%
	2008	205	67%	63%	63%	79%	85%	73%	60%
NARMC	KENNER AHC								
	2009	310	62%	61%	59%	66%	62%	59%	82%
	2008	130	58%	53%	54%	68%	74%	58%	56%
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	617	65%	60%	60%	79%	87%	64%	68%
	2008	310	62%	57%	64%	72%	75%	62%	62%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	362	61%	50%	67%	70%	87%	59%	64%
	2008	170	71%	68%	69%	72%	87%	63%	81%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	708	74%	71%	77%	81%	87%	69%	77%
	2008	460	73%	68%	78%	83%	73%	71%	74%
NARMC	WOMACK AMC								
	2009	541	65%	64%	57%	74%	75%	64%	65%
	2008	1220	69%	71%	60%	78%	86%	64%	75%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	105	72%	74%	65%	63%	97%	72%	74%
	2008	115	55%	48%	59%	80%	*	67%	34%
PRMC	BRIAN ALLGOOD ACH								
	2009	200	66%	64%	70%	58%	89%	60%	79%
	2008	152	67%	68%	66%	69%	69%	56%	81%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

### Domain: Feelings About Interactions with Providers

#### Q21 - Doctor knew your important medical hx

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	557	67%	66%	61%	77%	86%	66%	68%
	2008	948	66%	65%	65%	68%	79%	64%	68%
SERMC	BLANCHFIELD ACH								
	2009	428	72%	75%	61%	73%	84%	65%	79%
	2008	719	58%	61%	51%	63%	82%	54%	62%
SERMC	EISENHOWER AMC								
	2009	542	73%	72%	69%	79%	81%	73%	74%
	2008	1108	70%	64%	68%	79%	80%	67%	75%
SERMC	FOX ARMY HEALTH CENTER								
	2009	282	59%	59%	58%	56%	68%	57%	66%
	2008	283	69%	74%	51%	81%	*	67%	81%
SERMC	LYSTER AHC								
	2009	365	63%	57%	60%	84%	95%	62%	71%
	2008	277	70%	70%	62%	79%	73%	68%	82%
SERMC	MARTIN ACH								
	2009	478	67%	57%	66%	78%	84%	64%	75%
	2008	722	63%	51%	67%	77%	84%	62%	66%
SERMC	MONCRIEF ACH								
	2009	490	66%	69%	48%	76%	87%	61%	80%
	2008	183	56%	54%	43%	66%	86%	49%	69%
SERMC	WINN ACH								
	2009	403	60%	56%	49%	75%	82%	59%	62%
	2008	363	61%	62%	50%	75%	79%	63%	58%
WRMC	BASSETT ACH								
	2009	213	65%	60%	57%	77%	90%	65%	64%
	2008	195	53%	45%	52%	71%	100%	60%	44%
WRMC	MADIGAN AMC								
	2009	525	66%	64%	66%	66%	84%	63%	70%
	2008	321	64%	63%	63%	65%	68%	61%	67%
WRMC	WEED ACH								
	2009	201	62%	56%	59%	76%	85%	63%	62%
	2008	158	73%	79%	68%	74%	77%	72%	75%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

			Percent Top 3 Box						
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total						
Direct Care 2009 Civilian Benchmark¹		--	77%	--	--	--	--	--	--
Overall - Direct Care									
	2009	34978	78%	76%	76%	84%	92%	76%	82%
	2008	36880	77%	75%	73%	83%	91%	74%	81%
Overall - Army ²									
	2009	14656	79%	75%	77%	85%	94%	76%	82%
	2008	15642	76%	74%	72%	84%	91%	73%	79%
Army - CONUS ³									
	2009	13378	79%	75%	76%	85%	94%	76%	82%
	2008	14409	76%	73%	72%	84%	92%	73%	79%
Army - OCONUS									
	2009	1278	81%	81%	80%	81%	85%	77%	87%
	2008	1233	79%	77%	79%	90%	84%	77%	81%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	948	83%	84%	82%	83%	84%	78%	91%
	2008	930	80%	77%	80%	91%	88%	77%	82%
GPRMC	Great Plains Regional Medical Command								
	2009	4262	77%	71%	76%	85%	95%	75%	79%
	2008	5420	75%	71%	72%	82%	92%	71%	79%
NARMC	North Atlantic Regional Medical Command								
	2009	4603	80%	78%	78%	85%	93%	78%	83%
	2008	3663	78%	76%	73%	86%	91%	74%	82%
PRMC	Pacific Regional Medical Command								
	2009	873	79%	77%	76%	84%	94%	77%	81%
	2008	1227	77%	77%	74%	84%	92%	76%	79%
SERMC	Southeast Regional Medical Command								
	2009	3019	77%	72%	75%	85%	94%	76%	81%
	2008	3714	75%	73%	69%	85%	93%	74%	76%
WRMC	Western Regional Medical Command								
	2009	950	80%	77%	77%	84%	96%	76%	85%
	2008	685	75%	73%	74%	81%	86%	73%	78%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Percent Top 3 Box							
						Retirees and		Retirees and	
				Active Duty	Active Duty	Family	Family	Primary	Specialty
		Responses	Total	Duty	Family	Members	Members	Care	Care
ERMC	BAVARIA MEDDAC								
	2009	253	81%	79%	85%	85%	75%	78%	92%
	2008	156	70%	65%	69%	90%	85%	66%	84%
ERMC	HEIDELBERG MEDDAC								
	2009	283	80%	79%	74%	95%	81%	75%	91%
	2008	238	73%	69%	81%	79%	58%	78%	63%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	412	86%	89%	84%	79%	91%	81%	91%
	2008	536	84%	81%	83%	95%	98%	83%	84%
GPRMC	BAYNE-JONES ACH								
	2009	217	73%	69%	69%	80%	100%	77%	71%
	2008	291	69%	65%	64%	90%	91%	66%	72%
GPRMC	BROOKE AMC								
	2009	616	82%	79%	80%	90%	96%	82%	83%
	2008	1148	80%	77%	73%	86%	92%	70%	86%
GPRMC	DARNALL AMC								
	2009	463	73%	61%	72%	84%	97%	71%	75%
	2008	529	70%	66%	71%	76%	91%	64%	77%
GPRMC	EVANS ACH								
	2009	492	79%	74%	81%	82%	89%	75%	84%
	2008	736	82%	77%	75%	93%	94%	78%	85%
GPRMC	IRWIN ACH								
	2009	416	75%	71%	70%	81%	98%	71%	78%
	2008	322	69%	61%	73%	74%	96%	66%	71%
GPRMC	L. WOOD ACH								
	2009	435	71%	64%	70%	84%	89%	65%	78%
	2008	581	75%	72%	72%	81%	95%	74%	76%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	405	81%	78%	78%	92%	98%	84%	74%
	2008	487	85%	88%	76%	89%	100%	83%	92%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	287	78%	74%	78%	84%	94%	74%	91%
	2008	241	77%	78%	75%	80%	*	78%	76%
GPRMC	REYNOLDS ACH								
	2009	466	82%	76%	78%	92%	98%	85%	78%
	2008	487	74%	68%	74%	84%	92%	75%	71%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

### Domain: Feelings About Interactions with Providers

#### Q27 - Overall rating of provider

		Percent Top 3 Box							
					Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	465	77%	72%	79%	81%	91%	75%	78%
	2008	598	73%	73%	68%	75%	89%	70%	76%
NARMC	DEWITT ACH								
	2009	925	82%	83%	78%	84%	89%	79%	85%
	2008	491	79%	83%	70%	80%	97%	76%	84%
NARMC	GUTHRIE AHC								
	2009	283	81%	71%	79%	86%	95%	80%	81%
	2008	198	72%	67%	72%	79%	88%	70%	75%
NARMC	IRELAND ACH								
	2009	484	78%	70%	81%	82%	97%	73%	84%
	2008	450	72%	68%	61%	87%	94%	68%	77%
NARMC	KELLER ACH								
	2009	342	83%	82%	82%	85%	94%	80%	88%
	2008	206	82%	78%	85%	90%	87%	84%	80%
NARMC	KENNER AHC								
	2009	314	74%	77%	64%	75%	79%	70%	97%
	2008	133	65%	61%	59%	77%	76%	65%	65%
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	628	77%	75%	73%	87%	90%	74%	88%
	2008	314	76%	76%	73%	80%	85%	77%	75%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	361	75%	67%	75%	84%	97%	76%	72%
	2008	169	79%	67%	86%	86%	89%	74%	87%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	719	85%	82%	88%	88%	96%	85%	85%
	2008	467	85%	82%	86%	91%	90%	84%	85%
NARMC	WOMACK AMC								
	2009	547	80%	80%	75%	87%	94%	79%	82%
	2008	1235	78%	78%	72%	89%	92%	74%	83%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	106	82%	86%	71%	79%	97%	82%	83%
	2008	116	77%	73%	86%	79%	*	88%	57%
PRMC	BRIAN ALLGOOD ACH								
	2009	204	71%	63%	77%	72%	87%	71%	69%
	2008	151	75%	76%	69%	86%	69%	72%	80%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About Interactions with Providers

Q27 - Overall rating of provider

		Responses	Percent Top 3 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	563	81%	80%	76%	88%	96%	79%	82%
	2008	960	78%	77%	75%	83%	94%	76%	79%
SERMC	BLANCHFIELD ACH								
	2009	437	78%	76%	74%	79%	95%	72%	84%
	2008	728	72%	73%	66%	80%	92%	72%	73%
SERMC	EISENHOWER AMC								
	2009	545	82%	77%	82%	89%	91%	83%	81%
	2008	1131	79%	76%	71%	87%	92%	78%	80%
SERMC	FOX ARMY HEALTH CENTER								
	2009	284	62%	54%	66%	72%	87%	61%	64%
	2008	288	76%	77%	67%	85%	81%	75%	81%
SERMC	LYSTER AHC								
	2009	366	73%	68%	70%	90%	97%	72%	78%
	2008	281	79%	77%	76%	89%	83%	79%	78%
SERMC	MARTIN ACH								
	2009	485	80%	69%	82%	84%	96%	77%	84%
	2008	733	77%	69%	78%	87%	94%	73%	86%
SERMC	MONCRIEF ACH								
	2009	491	76%	73%	64%	89%	96%	73%	84%
	2008	185	67%	64%	59%	72%	98%	67%	66%
SERMC	WINN ACH								
	2009	411	73%	65%	68%	86%	92%	71%	74%
	2008	368	76%	80%	65%	86%	93%	76%	78%
WRMC	BASSETT ACH								
	2009	219	79%	76%	73%	89%	96%	79%	80%
	2008	200	63%	51%	68%	90%	96%	63%	64%
WRMC	MADIGAN AMC								
	2009	529	80%	77%	80%	82%	97%	75%	86%
	2008	325	78%	77%	76%	78%	86%	73%	83%
WRMC	WEED ACH								
	2009	202	79%	82%	66%	88%	88%	76%	83%
	2008	160	85%	95%	77%	87%	82%	84%	86%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

			Percent Always						
				Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Responses			Total						
Direct Care 2009 Civilian Benchmark¹			--	61%	--	--	--	--	--
Overall - Direct Care									
	2009	30369	64%	62%	64%	67%	69%	66%	60%
	2008	--	--	--	--	--	--	--	--
Overall - Army ²									
	2009	12757	65%	63%	65%	66%	71%	68%	60%
	2008	--	--	--	--	--	--	--	--
Army - CONUS ³									
	2009	11657	64%	62%	65%	67%	71%	68%	60%
	2008	--	--	--	--	--	--	--	--
Army - OCONUS									
	2009	1100	69%	70%	68%	64%	73%	69%	68%
	2008	--	--	--	--	--	--	--	--
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	821	70%	71%	69%	66%	72%	68%	72%
	2008	--	--	--	--	--	--	--	--
GPRMC	Great Plains Regional Medical Command								
	2009	3728	64%	62%	64%	67%	72%	68%	60%
	2008	--	--	--	--	--	--	--	--
NARMC	North Atlantic Regional Medical Command								
	2009	4020	65%	63%	64%	68%	72%	68%	60%
	2008	--	--	--	--	--	--	--	--
PRMC	Pacific Regional Medical Command								
	2009	743	62%	62%	62%	61%	66%	68%	57%
	2008	--	--	--	--	--	--	--	--
SERMC	Southeast Regional Medical Command								
	2009	2629	64%	61%	66%	65%	70%	67%	59%
	2008	--	--	--	--	--	--	--	--
WRMC	Western Regional Medical Command								
	2009	816	63%	59%	68%	65%	72%	67%	59%
	2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	219	70%	70%	68%	80%	61%	68%	78%
	2008	--	--	--	--	--	--	--	--
ERMC	HEIDELBERG MEDDAC								
	2009	243	58%	52%	61%	69%	63%	57%	59%
	2008	--	--	--	--	--	--	--	--
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	359	74%	78%	73%	57%	82%	76%	72%
	2008	--	--	--	--	--	--	--	--
GPRMC	BAYNE-JONES ACH								
	2009	187	65%	72%	60%	57%	77%	72%	60%
	2008	--	--	--	--	--	--	--	--
GPRMC	BROOKE AMC								
	2009	550	64%	64%	64%	67%	65%	70%	60%
	2008	--	--	--	--	--	--	--	--
GPRMC	DARNALL AMC								
	2009	405	65%	58%	69%	67%	79%	66%	64%
	2008	--	--	--	--	--	--	--	--
GPRMC	EVANS ACH								
	2009	429	62%	54%	66%	65%	70%	67%	56%
	2008	--	--	--	--	--	--	--	--
GPRMC	IRWIN ACH								
	2009	361	64%	67%	58%	67%	66%	65%	62%
	2008	--	--	--	--	--	--	--	--
GPRMC	L. WOOD ACH								
	2009	376	62%	65%	55%	68%	59%	61%	63%
	2008	--	--	--	--	--	--	--	--
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	344	63%	60%	70%	58%	100%	70%	46%
	2008	--	--	--	--	--	--	--	--
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	255	67%	65%	66%	74%	71%	75%	37%
	2008	--	--	--	--	--	--	--	--
GPRMC	REYNOLDS ACH								
	2009	418	68%	65%	63%	74%	78%	79%	54%
	2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About Interactions with Providers

Q24 - Talk about prescriptions

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	403	66%	66%	64%	67%	72%	67%	65%
	2008	--	--	--	--	--	--	--	--
NARMC	DEWITT ACH								
	2009	805	66%	69%	60%	66%	77%	70%	61%
	2008	--	--	--	--	--	--	--	--
NARMC	GUTHRIE AHC								
	2009	252	72%	68%	75%	69%	79%	73%	69%
	2008	--	--	--	--	--	--	--	--
NARMC	IRELAND ACH								
	2009	423	66%	62%	68%	68%	75%	67%	64%
	2008	--	--	--	--	--	--	--	--
NARMC	KELLER ACH								
	2009	280	67%	65%	67%	74%	71%	65%	71%
	2008	--	--	--	--	--	--	--	--
NARMC	KENNER AHC								
	2009	286	65%	74%	52%	61%	66%	64%	66%
	2008	--	--	--	--	--	--	--	--
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	547	64%	66%	56%	71%	65%	66%	54%
	2008	--	--	--	--	--	--	--	--
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	335	61%	55%	67%	60%	70%	66%	51%
	2008	--	--	--	--	--	--	--	--
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	623	67%	64%	72%	69%	65%	73%	63%
	2008	--	--	--	--	--	--	--	--
NARMC	WOMACK AMC								
	2009	469	62%	58%	59%	70%	74%	67%	56%
	2008	--	--	--	--	--	--	--	--
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	93	75%	76%	77%	60%	89%	83%	50%
	2008	--	--	--	--	--	--	--	--
PRMC	BRIAN ALLGOOD ACH								
	2009	169	62%	61%	64%	54%	79%	67%	50%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

### Domain: Feelings About Interactions with Providers

#### Q24 - Talk about prescriptions

			Percent Always						
					Retirees and Family Members Under 65		Retirees and Family Members 65+		Primary Care
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	481	62%	61%	61%	63%	62%	69%	58%
	2008	--	--	--	--	--	--	--	--
SERMC	BLANCHFIELD ACH								
	2009	374	66%	64%	70%	65%	64%	67%	65%
	2008	--	--	--	--	--	--	--	--
SERMC	EISENHOWER AMC								
	2009	475	70%	72%	71%	66%	67%	76%	57%
	2008	--	--	--	--	--	--	--	--
SERMC	FOX ARMY HEALTH CENTER								
	2009	255	53%	47%	66%	52%	28%	55%	43%
	2008	--	--	--	--	--	--	--	--
SERMC	LYSTER AHC								
	2009	323	64%	59%	63%	79%	72%	65%	56%
	2008	--	--	--	--	--	--	--	--
SERMC	MARTIN ACH								
	2009	406	64%	47%	71%	66%	77%	64%	62%
	2008	--	--	--	--	--	--	--	--
SERMC	MONCRIEF ACH								
	2009	430	61%	57%	54%	68%	76%	65%	47%
	2008	--	--	--	--	--	--	--	--
SERMC	WINN ACH								
	2009	366	61%	60%	59%	62%	69%	63%	58%
	2008	--	--	--	--	--	--	--	--
WRMC	BASSETT ACH								
	2009	190	66%	60%	60%	82%	78%	68%	62%
	2008	--	--	--	--	--	--	--	--
WRMC	MADIGAN AMC								
	2009	452	62%	57%	71%	62%	69%	65%	58%
	2008	--	--	--	--	--	--	--	--
WRMC	WEED ACH								
	2009	174	72%	73%	67%	72%	84%	74%	68%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

			Percent Always							
			Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>			--	69%	--	--	--	--	--	--
Overall - Direct Care										
	2009	20255	60%	60%	55%	62%	71%	57%	65%	
	2008	21425	59%	59%	54%	63%	72%	55%	65%	
Overall - Army <sup>2</sup>										
	2009	8522	62%	62%	58%	62%	73%	58%	68%	
	2008	8879	60%	59%	52%	65%	75%	55%	65%	
Army - CONUS <sup>3</sup>										
	2009	7822	62%	61%	58%	62%	75%	58%	67%	
	2008	8191	59%	59%	52%	65%	75%	55%	65%	
Army - OCONUS										
	2009	700	64%	68%	63%	60%	60%	61%	72%	
	2008	688	63%	63%	53%	72%	78%	57%	69%	
Army - Intermediate Commands										
ERMC	Europe Regional Medical Command									
	2009	527	65%	67%	63%	63%	62%	58%	75%	
	2008	512	64%	65%	57%	67%	76%	56%	70%	
GPRMC	Great Plains Regional Medical Command									
	2009	2455	63%	62%	59%	64%	78%	60%	67%	
	2008	3055	61%	59%	55%	65%	77%	57%	66%	
NARMC	North Atlantic Regional Medical Command									
	2009	2644	60%	61%	55%	62%	68%	54%	69%	
	2008	2067	58%	60%	47%	65%	78%	55%	64%	
PRMC	Pacific Regional Medical Command									
	2009	466	61%	65%	55%	59%	57%	57%	64%	
	2008	634	61%	64%	51%	69%	81%	58%	64%	
SERMC	Southeast Regional Medical Command									
	2009	1864	64%	61%	61%	62%	82%	60%	71%	
	2008	2250	58%	56%	51%	65%	69%	53%	67%	
WRMC	Western Regional Medical Command									
	2009	566	59%	60%	56%	56%	71%	61%	56%	
	2008	359	59%	58%	53%	65%	72%	56%	62%	

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	144	68%	63%	81%	69%	67%	69%	61%
	2008	86	58%	55%	54%	57%	88%	56%	*
ERMC	HEIDELBERG MEDDAC								
	2009	154	61%	65%	61%	58%	49%	55%	85%
	2008	146	55%	59%	46%	56%	50%	51%	68%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	229	65%	69%	57%	61%	65%	51%	76%
	2008	280	67%	67%	60%	73%	81%	60%	70%
GPRMC	BAYNE-JONES ACH								
	2009	118	43%	28%	50%	49%	97%	58%	35%
	2008	159	57%	52%	51%	76%	78%	52%	65%
GPRMC	BROOKE AMC								
	2009	339	69%	69%	63%	76%	66%	57%	78%
	2008	622	70%	78%	52%	70%	78%	63%	76%
GPRMC	DARNALL AMC								
	2009	281	60%	56%	55%	61%	87%	53%	71%
	2008	290	57%	52%	60%	63%	77%	51%	64%
GPRMC	EVANS ACH								
	2009	291	67%	63%	72%	63%	75%	61%	74%
	2008	468	64%	64%	57%	66%	76%	57%	72%
GPRMC	IRWIN ACH								
	2009	205	56%	56%	50%	58%	86%	54%	59%
	2008	154	65%	67%	66%	56%	*	57%	73%
GPRMC	L. WOOD ACH								
	2009	256	67%	72%	62%	62%	84%	69%	65%
	2008	307	59%	64%	45%	61%	73%	61%	57%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	218	62%	59%	55%	68%	94%	59%	70%
	2008	256	67%	69%	66%	64%	*	63%	86%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	174	55%	57%	55%	54%	*	55%	59%
	2008	146	58%	57%	61%	56%	*	58%	53%
GPRMC	REYNOLDS ACH								
	2009	306	67%	62%	56%	79%	83%	70%	63%
	2008	316	57%	49%	53%	75%	75%	58%	56%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	267	63%	71%	56%	61%	57%	66%	60%
	2008	337	58%	58%	44%	65%	82%	55%	61%
NARMC	DEWITT ACH								
	2009	516	64%	66%	56%	65%	73%	61%	69%
	2008	280	59%	54%	49%	72%	82%	57%	63%
NARMC	GUTHRIE AHC								
	2009	170	55%	87%	52%	52%	46%	50%	79%
	2008	101	60%	54%	53%	76%	100%	70%	46%
NARMC	IRELAND ACH								
	2009	282	58%	57%	55%	56%	85%	50%	72%
	2008	232	58%	57%	55%	59%	85%	55%	65%
NARMC	KELLER ACH								
	2009	168	64%	61%	53%	74%	90%	63%	66%
	2008	118	64%	65%	59%	67%	66%	58%	74%
NARMC	KENNER AHC								
	2009	187	53%	59%	49%	50%	48%	50%	85%
	2008	83	59%	55%	44%	61%	88%	58%	*
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	394	55%	50%	50%	67%	71%	52%	67%
	2008	188	49%	43%	55%	51%	67%	49%	50%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	212	53%	52%	51%	54%	68%	52%	56%
	2008	96	51%	59%	43%	42%	82%	45%	59%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	395	66%	63%	68%	72%	70%	62%	69%
	2008	280	65%	57%	73%	73%	91%	60%	69%
NARMC	WOMACK AMC								
	2009	320	60%	63%	51%	63%	66%	50%	71%
	2008	689	57%	65%	38%	68%	71%	52%	65%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	46	54%	56%	*	69%	54%	60%	*
	2008	56	61%	75%	40%	43%	*	58%	*
PRMC	BRIAN ALLGOOD ACH								
	2009	111	59%	67%	61%	44%	51%	62%	47%
	2008	92	61%	58%	30%	98%	96%	60%	63%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Wait Time and Communication

Q26 - Get results on test or X-ray

		Responses	Percent Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	309	61%	65%	54%	64%	59%	54%	66%
	2008	486	61%	64%	53%	63%	80%	58%	64%
SERMC	BLANCHFIELD ACH								
	2009	243	56%	51%	60%	54%	76%	44%	71%
	2008	384	53%	53%	49%	62%	66%	45%	63%
SERMC	EISENHOWER AMC								
	2009	347	66%	71%	63%	59%	77%	62%	75%
	2008	710	59%	55%	54%	66%	66%	52%	72%
SERMC	FOX ARMY HEALTH CENTER								
	2009	174	54%	59%	53%	40%	76%	51%	74%
	2008	172	52%	53%	42%	57%	*	48%	95%
SERMC	LYSTER AHC								
	2009	240	58%	53%	54%	72%	91%	61%	38%
	2008	174	68%	73%	54%	72%	*	66%	*
SERMC	MARTIN ACH								
	2009	306	68%	50%	71%	68%	91%	68%	70%
	2008	483	62%	60%	56%	64%	77%	60%	67%
SERMC	MONCRIEF ACH								
	2009	308	68%	72%	57%	64%	88%	65%	79%
	2008	115	57%	55%	49%	60%	81%	54%	70%
SERMC	WINN ACH								
	2009	246	63%	63%	52%	67%	82%	61%	68%
	2008	212	60%	59%	53%	71%	62%	58%	65%
WRMC	BASSETT ACH								
	2009	141	55%	44%	45%	72%	79%	60%	47%
	2008	98	49%	55%	33%	75%	79%	47%	52%
WRMC	MADIGAN AMC								
	2009	302	60%	63%	57%	51%	70%	60%	58%
	2008	167	63%	60%	65%	64%	70%	60%	67%
WRMC	WEED ACH								
	2009	123	60%	60%	59%	65%	58%	63%	56%
	2008	94	57%	57%	56%	57%	*	56%	60%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Access to Care

Q3C - Overall satisfaction of care

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	27035	80%	79%	80%	84%	88%	79%	82%
	2008	--	--	--	--	--	--	--	--
Overall - Army <sup>2</sup>									
	2009	11492	80%	78%	80%	83%	88%	79%	82%
	2008	--	--	--	--	--	--	--	--
Army - CONUS <sup>3</sup>									
	2009	10522	80%	77%	80%	83%	88%	79%	81%
	2008	--	--	--	--	--	--	--	--
Army - OCONUS									
	2009	970	85%	84%	82%	88%	90%	83%	87%
	2008	--	--	--	--	--	--	--	--
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	736	85%	85%	84%	87%	90%	85%	86%
	2008	--	--	--	--	--	--	--	--
GPRMC	Great Plains Regional Medical Command								
	2009	3388	78%	74%	79%	83%	86%	76%	80%
	2008	--	--	--	--	--	--	--	--
NARMC	North Atlantic Regional Medical Command								
	2009	3605	81%	80%	80%	82%	90%	79%	83%
	2008	--	--	--	--	--	--	--	--
PRMC	Pacific Regional Medical Command								
	2009	659	80%	76%	81%	86%	89%	78%	81%
	2008	--	--	--	--	--	--	--	--
SERMC	Southeast Regional Medical Command								
	2009	2354	82%	81%	79%	83%	89%	81%	83%
	2008	--	--	--	--	--	--	--	--
WRMC	Western Regional Medical Command								
	2009	749	79%	75%	81%	81%	88%	79%	77%
	2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Access to Care**

**Q3C - Overall satisfaction of care**

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	215	85%	83%	81%	93%	94%	83%	93%
	2008	--	--	--	--	--	--	--	--
ERMC	HEIDELBERG MEDDAC								
	2009	213	86%	84%	84%	90%	94%	85%	86%
	2008	--	--	--	--	--	--	--	--
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	308	85%	86%	86%	83%	86%	86%	85%
	2008	--	--	--	--	--	--	--	--
GPRMC	BAYNE-JONES ACH								
	2009	163	79%	83%	77%	65%	100%	71%	85%
	2008	--	--	--	--	--	--	--	--
GPRMC	BROOKE AMC								
	2009	476	78%	72%	84%	88%	79%	68%	85%
	2008	--	--	--	--	--	--	--	--
GPRMC	DARNALL AMC								
	2009	371	75%	68%	73%	83%	87%	77%	72%
	2008	--	--	--	--	--	--	--	--
GPRMC	EVANS ACH								
	2009	406	78%	72%	81%	83%	80%	74%	82%
	2008	--	--	--	--	--	--	--	--
GPRMC	IRWIN ACH								
	2009	337	80%	82%	74%	81%	92%	81%	80%
	2008	--	--	--	--	--	--	--	--
GPRMC	L. WOOD ACH								
	2009	350	79%	76%	81%	80%	84%	75%	82%
	2008	--	--	--	--	--	--	--	--
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	325	80%	77%	83%	84%	96%	80%	79%
	2008	--	--	--	--	--	--	--	--
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	200	83%	81%	84%	84%	91%	83%	82%
	2008	--	--	--	--	--	--	--	--
GPRMC	REYNOLDS ACH								
	2009	387	82%	73%	85%	90%	94%	83%	80%
	2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Access to Care**

**Q3C - Overall satisfaction of care**

		Responses	Percent Satisfied						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	373	80%	78%	79%	83%	85%	79%	80%
	2008	--	--	--	--	--	--	--	--
NARMC	DEWITT ACH								
	2009	737	80%	79%	78%	84%	90%	80%	80%
	2008	--	--	--	--	--	--	--	--
NARMC	GUTHRIE AHC								
	2009	227	79%	73%	84%	70%	95%	77%	83%
	2008	--	--	--	--	--	--	--	--
NARMC	IRELAND ACH								
	2009	390	77%	71%	81%	81%	89%	75%	78%
	2008	--	--	--	--	--	--	--	--
NARMC	KELLER ACH								
	2009	268	84%	80%	89%	90%	83%	85%	84%
	2008	--	--	--	--	--	--	--	--
NARMC	KENNER AHC								
	2009	225	70%	71%	67%	66%	81%	67%	82%
	2008	--	--	--	--	--	--	--	--
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	475	82%	79%	82%	87%	92%	81%	85%
	2008	--	--	--	--	--	--	--	--
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	271	83%	86%	76%	78%	98%	86%	78%
	2008	--	--	--	--	--	--	--	--
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	570	85%	85%	85%	80%	90%	82%	86%
	2008	--	--	--	--	--	--	--	--
NARMC	WOMACK AMC								
	2009	442	81%	79%	78%	85%	88%	78%	84%
	2008	--	--	--	--	--	--	--	--
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	51	79%	80%	69%	*	*	79%	78%
	2008	--	--	--	--	--	--	--	--
PRMC	BRIAN ALLGOOD ACH								
	2009	169	81%	80%	75%	89%	88%	76%	89%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Access to Care**

**Q3C - Overall satisfaction of care**

			Percent Satisfied						
					Retirees and Family Members Under 65		Retirees and Family Members 65+		Primary Care
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	439	79%	74%	83%	84%	89%	80%	79%
	2008	--	--	--	--	--	--	--	--
SERMC	BLANCHFIELD ACH								
	2009	354	79%	81%	70%	82%	84%	77%	80%
	2008	--	--	--	--	--	--	--	--
SERMC	EISENHOWER AMC								
	2009	439	85%	83%	83%	89%	94%	87%	80%
	2008	--	--	--	--	--	--	--	--
SERMC	FOX ARMY HEALTH CENTER								
	2009	205	79%	77%	77%	90%	77%	77%	87%
	2008	--	--	--	--	--	--	--	--
SERMC	LYSTER AHC								
	2009	278	83%	77%	89%	89%	100%	82%	88%
	2008	--	--	--	--	--	--	--	--
SERMC	MARTIN ACH								
	2009	368	81%	79%	82%	83%	84%	79%	87%
	2008	--	--	--	--	--	--	--	--
SERMC	MONCRIEF ACH								
	2009	384	81%	79%	78%	83%	93%	81%	82%
	2008	--	--	--	--	--	--	--	--
SERMC	WINN ACH								
	2009	326	82%	85%	79%	77%	88%	78%	87%
	2008	--	--	--	--	--	--	--	--
WRMC	BASSETT ACH								
	2009	179	75%	81%	62%	76%	81%	74%	78%
	2008	--	--	--	--	--	--	--	--
WRMC	MADIGAN AMC								
	2009	416	79%	73%	83%	82%	89%	80%	78%
	2008	--	--	--	--	--	--	--	--
WRMC	WEED ACH								
	2009	154	80%	78%	83%	78%	91%	83%	75%
	2008	--	--	--	--	--	--	--	--

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Responses	Total	Active Duty	Proportion Always			Primary Care	Specialty Care
					Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+		
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	70%	--	--	--	--	--	--
Overall - Direct Care									
	2009	34917.5	72%	70%	66%	80%	89%	69%	75%
	2008	36793	71%	70%	65%	78%	88%	67%	76%
Overall - Army <sup>2</sup>									
	2009	14635.5	72%	69%	67%	80%	91%	70%	75%
	2008	15600.5	70%	69%	63%	78%	89%	66%	75%
Army - CONUS <sup>3</sup>									
	2009	13356	72%	69%	67%	80%	91%	70%	75%
	2008	14366	70%	69%	63%	78%	89%	66%	75%
Army - OCONUS									
	2009	1279.5	72%	71%	67%	76%	87%	69%	76%
	2008	1234.5	74%	74%	69%	84%	87%	68%	80%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	952	73%	72%	70%	77%	88%	71%	77%
	2008	932	76%	75%	71%	85%	89%	70%	80%
GPRMC	Great Plains Regional Medical Command								
	2009	4255	72%	67%	67%	81%	91%	69%	74%
	2008	5411.5	69%	66%	63%	78%	89%	64%	74%
NARMC	North Atlantic Regional Medical Command								
	2009	4590	73%	70%	70%	82%	91%	73%	74%
	2008	3650.5	72%	70%	65%	81%	91%	69%	75%
PRMC	Pacific Regional Medical Command								
	2009	869	75%	74%	70%	81%	84%	73%	76%
	2008	1222.5	73%	76%	65%	81%	89%	68%	78%
SERMC	Southeast Regional Medical Command								
	2009	3015.5	69%	67%	62%	77%	91%	66%	75%
	2008	3700.5	68%	68%	58%	75%	88%	64%	75%
WRMC	Western Regional Medical Command								
	2009	953	72%	69%	70%	77%	94%	68%	79%
	2008	680.5	70%	69%	65%	76%	89%	68%	72%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Proportion Always							
				Active Duty		Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	255	64%	59%	61%	70%	95%	61%	72%
	2008	157.5	58%	47%	64%	80%	74%	58%	58%
ERMC	HEIDELBERG MEDDAC								
	2009	281.5	69%	68%	61%	84%	82%	67%	74%
	2008	238.5	79%	81%	74%	81%	82%	75%	88%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	415.5	80%	80%	81%	77%	86%	82%	78%
	2008	536	79%	78%	73%	87%	94%	74%	81%
GPRMC	BAYNE-JONES ACH								
	2009	214	64%	57%	54%	84%	98%	66%	64%
	2008	294.5	68%	69%	57%	86%	93%	67%	69%
GPRMC	BROOKE AMC								
	2009	611.5	75%	72%	72%	87%	83%	70%	78%
	2008	1140	73%	68%	69%	80%	88%	61%	81%
GPRMC	DARNALL AMC								
	2009	464	72%	65%	65%	84%	92%	71%	72%
	2008	529.5	70%	70%	66%	75%	88%	66%	75%
GPRMC	EVANS ACH								
	2009	490	70%	62%	73%	74%	87%	67%	73%
	2008	736.5	70%	62%	64%	83%	90%	65%	74%
GPRMC	IRWIN ACH								
	2009	417	73%	72%	67%	74%	97%	68%	77%
	2008	321	66%	66%	59%	75%	100%	58%	74%
GPRMC	L. WOOD ACH								
	2009	437	68%	63%	64%	78%	92%	61%	76%
	2008	579	65%	63%	53%	78%	86%	61%	69%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	405	79%	80%	68%	88%	95%	76%	86%
	2008	485.5	80%	79%	78%	83%	94%	80%	78%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	287	67%	62%	66%	76%	83%	68%	64%
	2008	241	70%	68%	69%	75%	*	68%	79%
GPRMC	REYNOLDS ACH								
	2009	464	77%	71%	73%	85%	92%	77%	77%
	2008	488	61%	55%	61%	74%	85%	59%	65%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	465.5	69%	68%	58%	80%	95%	66%	74%
	2008	596.5	69%	65%	66%	74%	89%	64%	74%
NARMC	DEWITT ACH								
	2009	925.5	75%	76%	69%	81%	88%	76%	74%
	2008	491	77%	76%	73%	79%	95%	75%	79%
NARMC	GUTHRIE AHC								
	2009	279.5	73%	69%	68%	74%	95%	74%	70%
	2008	196.5	71%	68%	69%	84%	91%	70%	73%
NARMC	IRELAND ACH								
	2009	479.5	76%	76%	64%	86%	95%	73%	79%
	2008	446.5	73%	72%	60%	87%	90%	74%	72%
NARMC	KELLER ACH								
	2009	341.5	79%	75%	79%	86%	85%	74%	86%
	2008	203.5	75%	74%	71%	80%	94%	78%	72%
NARMC	KENNER AHC								
	2009	311.5	65%	52%	78%	75%	74%	63%	83%
	2008	132	64%	47%	62%	86%	100%	61%	91%
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	630.5	76%	73%	74%	81%	95%	75%	81%
	2008	312.5	75%	70%	76%	82%	91%	76%	70%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	363	69%	67%	61%	76%	94%	66%	74%
	2008	170	74%	79%	59%	76%	94%	66%	83%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	715	73%	70%	75%	82%	86%	77%	71%
	2008	462.5	73%	71%	71%	75%	83%	74%	72%
NARMC	WOMACK AMC								
	2009	544	72%	65%	69%	86%	93%	72%	71%
	2008	1236	70%	69%	63%	81%	90%	64%	77%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	105.5	86%	89%	88%	68%	91%	86%	85%
	2008	116.5	79%	77%	84%	80%	*	83%	73%
PRMC	BRIAN ALLGOOD ACH								
	2009	202	64%	63%	56%	71%	82%	61%	70%
	2008	150	65%	68%	50%	77%	75%	55%	78%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Group & Clinician CAHPS Composites

Composite 3 - Office Staff

		Responses	Proportion Always						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	561.5	78%	77%	74%	84%	84%	80%	77%
	2008	956	74%	77%	66%	82%	91%	70%	78%
SERMC	BLANCHFIELD ACH								
	2009	435.5	70%	72%	57%	73%	96%	62%	80%
	2008	733.5	63%	63%	59%	69%	89%	57%	71%
SERMC	EISENHOWER AMC								
	2009	545.5	76%	78%	70%	73%	90%	76%	74%
	2008	1123	73%	73%	63%	78%	87%	69%	80%
SERMC	FOX ARMY HEALTH CENTER								
	2009	284	67%	71%	60%	65%	84%	64%	78%
	2008	286.5	63%	62%	50%	77%	*	59%	88%
SERMC	LYSTER AHC								
	2009	367	68%	58%	70%	90%	100%	66%	77%
	2008	279.5	72%	65%	72%	85%	98%	73%	66%
SERMC	MARTIN ACH								
	2009	482	66%	59%	61%	79%	87%	61%	78%
	2008	728	67%	68%	53%	74%	90%	63%	75%
SERMC	MONCRIEF ACH								
	2009	491.5	69%	64%	58%	80%	89%	64%	81%
	2008	185	74%	77%	59%	75%	87%	67%	84%
SERMC	WINN ACH								
	2009	410	63%	54%	56%	78%	89%	62%	64%
	2008	365	68%	75%	52%	80%	82%	64%	73%
WRMC	BASSETT ACH								
	2009	217.5	70%	66%	64%	79%	96%	69%	73%
	2008	199	69%	70%	61%	85%	92%	66%	73%
WRMC	MADIGAN AMC								
	2009	534	73%	70%	72%	76%	93%	67%	81%
	2008	323	72%	70%	68%	74%	89%	70%	73%
WRMC	WEED ACH								
	2009	201.5	69%	59%	67%	89%	98%	72%	64%
	2008	158.5	66%	64%	65%	72%	89%	66%	66%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	34263.8	43%	36%	39%	53%	74%	44%	43%
	2008	32669.8	41%	33%	37%	52%	73%	41%	41%
Overall - Army <sup>2</sup>									
	2009	14661.4	45%	36%	40%	53%	75%	45%	44%
	2008	14011.8	41%	33%	34%	53%	74%	41%	40%
Army - CONUS <sup>3</sup>									
	2009	13461.4	45%	36%	40%	54%	76%	45%	44%
	2008	12920.8	41%	32%	34%	53%	74%	41%	40%
Army - OCONUS									
	2009	1200	43%	43%	38%	43%	64%	40%	47%
	2008	1091	40%	37%	37%	49%	61%	39%	40%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	883.8	43%	44%	39%	45%	63%	40%	49%
	2008	827	41%	38%	39%	51%	65%	41%	42%
GPRMC	Great Plains Regional Medical Command								
	2009	4316.2	45%	37%	37%	54%	75%	45%	44%
	2008	4806.2	40%	29%	34%	53%	74%	39%	40%
NARMC	North Atlantic Regional Medical Command								
	2009	4502.4	44%	34%	41%	53%	76%	45%	42%
	2008	3314.6	41%	30%	35%	55%	78%	41%	40%
PRMC	Pacific Regional Medical Command								
	2009	862.8	48%	44%	41%	51%	81%	46%	50%
	2008	1068	42%	37%	37%	49%	71%	43%	41%
SERMC	Southeast Regional Medical Command								
	2009	3090.6	46%	34%	41%	55%	78%	46%	44%
	2008	3322.2	42%	36%	33%	54%	74%	42%	43%
WRMC	Western Regional Medical Command								
	2009	1004.2	43%	36%	37%	53%	72%	42%	44%
	2008	671.6	38%	31%	30%	47%	70%	39%	36%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Proportion Agree							
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total						
ERMC	BAVARIA MEDDAC								
	2009	243.4	46%	46%	45%	41%	62%	43%	56%
	2008	151.2	36%	32%	36%	45%	*	35%	39%
ERMC	HEIDELBERG MEDDAC								
	2009	263.2	36%	34%	34%	43%	57%	32%	47%
	2008	212	40%	34%	44%	42%	55%	42%	37%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	377.2	45%	46%	37%	46%	66%	42%	47%
	2008	463.8	43%	41%	38%	55%	71%	44%	42%
GPRMC	BAYNE-JONES ACH								
	2009	219.2	35%	27%	25%	44%	83%	40%	33%
	2008	271.2	34%	26%	29%	60%	75%	32%	38%
GPRMC	BROOKE AMC								
	2009	638.8	50%	47%	43%	56%	69%	46%	52%
	2008	1039.4	47%	37%	36%	55%	74%	44%	49%
GPRMC	DARNALL AMC								
	2009	483	42%	30%	30%	57%	76%	44%	40%
	2008	465.6	38%	29%	37%	52%	72%	39%	38%
GPRMC	EVANS ACH								
	2009	497.2	46%	38%	38%	52%	80%	47%	45%
	2008	636.6	47%	34%	39%	60%	77%	47%	46%
GPRMC	IRWIN ACH								
	2009	412.4	39%	30%	36%	41%	75%	37%	40%
	2008	285.4	32%	19%	35%	43%	78%	30%	34%
GPRMC	L. WOOD ACH								
	2009	444.2	38%	31%	33%	38%	67%	34%	41%
	2008	499.8	35%	25%	29%	43%	77%	38%	33%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	395.2	40%	34%	32%	59%	77%	40%	38%
	2008	422.4	39%	32%	38%	56%	73%	36%	47%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	274	40%	36%	36%	49%	59%	37%	47%
	2008	219.2	31%	21%	38%	38%	*	30%	33%
GPRMC	REYNOLDS ACH								
	2009	478.6	49%	35%	44%	65%	81%	57%	38%
	2008	432.8	37%	26%	29%	57%	69%	39%	31%

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: DoD Composites

### Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	473.6	51%	47%	47%	58%	67%	52%	49%
	2008	533.8	42%	37%	30%	53%	72%	40%	45%
NARMC	DEWITT ACH								
	2009	889.8	39%	32%	34%	50%	70%	42%	34%
	2008	457.4	42%	32%	32%	49%	82%	47%	33%
NARMC	GUTHRIE AHC								
	2009	280.8	49%	39%	45%	48%	81%	52%	44%
	2008	183	40%	36%	36%	49%	78%	41%	38%
NARMC	IRELAND ACH								
	2009	483.6	45%	38%	36%	53%	78%	45%	45%
	2008	417.8	38%	29%	30%	54%	81%	36%	42%
NARMC	KELLER ACH								
	2009	331.8	43%	33%	34%	62%	80%	43%	43%
	2008	185.8	43%	33%	37%	59%	73%	49%	35%
NARMC	KENNER AHC								
	2009	291.8	42%	36%	38%	45%	67%	42%	43%
	2008	125.2	40%	28%	36%	55%	76%	43%	28%
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	598.4	45%	37%	38%	57%	74%	45%	46%
	2008	291	40%	30%	37%	50%	74%	42%	35%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	351.4	44%	33%	37%	56%	85%	46%	40%
	2008	161.6	47%	40%	41%	53%	75%	50%	42%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	737.4	44%	36%	48%	56%	72%	39%	46%
	2008	435	43%	33%	41%	52%	78%	35%	46%
NARMC	WOMACK AMC								
	2009	537.4	44%	30%	44%	54%	75%	48%	39%
	2008	1057.8	40%	29%	35%	59%	78%	41%	39%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	99.2	49%	42%	48%	44%	74%	52%	44%
	2008	98.2	44%	42%	47%	49%	*	49%	36%
PRMC	BRIAN ALLGOOD ACH								
	2009	193.2	39%	36%	36%	33%	70%	36%	43%
	2008	134.8	31%	29%	28%	36%	51%	28%	34%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: DoD Composites

Composite 1 - Feelings Toward MHS

		Responses	Proportion Agree						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	570.4	52%	48%	42%	57%	83%	52%	52%
	2008	835	43%	38%	38%	51%	74%	45%	42%
SERMC	BLANCHFIELD ACH								
	2009	484.6	47%	35%	43%	54%	76%	45%	48%
	2008	633.2	39%	34%	33%	50%	76%	38%	39%
SERMC	EISENHOWER AMC								
	2009	570.8	48%	38%	50%	50%	77%	48%	47%
	2008	987.8	48%	40%	36%	59%	73%	47%	51%
SERMC	FOX ARMY HEALTH CENTER								
	2009	307.6	34%	29%	29%	45%	60%	35%	32%
	2008	301.6	39%	38%	26%	43%	61%	38%	41%
SERMC	LYSTER AHC								
	2009	353	39%	29%	42%	54%	74%	38%	40%
	2008	256	37%	26%	33%	61%	70%	37%	42%
SERMC	MARTIN ACH								
	2009	488.8	45%	28%	39%	61%	83%	48%	41%
	2008	635.6	40%	31%	30%	52%	78%	42%	35%
SERMC	MONCRIEF ACH								
	2009	467	51%	40%	37%	64%	81%	51%	51%
	2008	181.2	45%	35%	42%	56%	71%	43%	49%
SERMC	WINN ACH								
	2009	418.8	42%	31%	33%	50%	77%	45%	37%
	2008	326.8	43%	44%	25%	51%	67%	41%	46%
WRMC	BASSETT ACH								
	2009	213.2	42%	34%	38%	48%	76%	42%	43%
	2008	184.2	31%	25%	32%	45%	73%	36%	27%
WRMC	MADIGAN AMC								
	2009	587	43%	37%	37%	52%	72%	42%	44%
	2008	341.6	39%	32%	28%	46%	69%	37%	42%
WRMC	WEED ACH								
	2009	204	47%	39%	39%	67%	72%	49%	43%
	2008	145.8	41%	41%	32%	55%	77%	47%	29%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	44%	--	--	--	--	--	--
Overall - Direct Care									
	2009	42539	33%	26%	31%	47%	69%	33%	32%
	2008	40303	30%	24%	28%	44%	68%	30%	31%
Overall - Army <sup>2</sup>									
	2009	18122	34%	26%	31%	47%	71%	35%	33%
	2008	17214	30%	22%	26%	44%	68%	30%	29%
Army - CONUS <sup>3</sup>									
	2009	16594	34%	25%	31%	48%	72%	35%	33%
	2008	15830	30%	22%	26%	44%	69%	30%	29%
Army - OCONUS									
	2009	1528	34%	31%	30%	38%	61%	33%	36%
	2008	1384	30%	26%	28%	47%	55%	33%	28%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	1124	35%	31%	34%	40%	59%	33%	38%
	2008	1045	31%	27%	28%	50%	58%	35%	28%
GPRMC	Great Plains Regional Medical Command								
	2009	5311	33%	24%	29%	47%	71%	34%	32%
	2008	5882	29%	20%	27%	43%	70%	29%	29%
NARMC	North Atlantic Regional Medical Command								
	2009	5573	34%	26%	34%	48%	72%	36%	32%
	2008	4073	29%	20%	26%	49%	70%	31%	27%
PRMC	Pacific Regional Medical Command								
	2009	1082	36%	32%	30%	42%	76%	36%	35%
	2008	1327	34%	29%	33%	43%	67%	35%	33%
SERMC	Southeast Regional Medical Command								
	2009	3801	35%	26%	31%	48%	72%	36%	34%
	2008	4064	30%	25%	23%	43%	68%	30%	30%
WRMC	Western Regional Medical Command								
	2009	1229	32%	22%	29%	49%	73%	30%	34%
	2008	820	27%	19%	23%	41%	67%	27%	26%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 2 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	309	35%	28%	41%	34%	65%	36%	30%
	2008	188	28%	24%	26%	47%	41%	29%	24%
ERMC	HEIDELBERG MEDDAC								
	2009	334	28%	23%	27%	43%	44%	25%	33%
	2008	266	30%	25%	36%	37%	42%	33%	26%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	481	38%	37%	33%	42%	61%	35%	40%
	2008	591	33%	28%	27%	55%	68%	41%	29%
GPRMC	BAYNE-JONES ACH								
	2009	270	27%	14%	24%	40%	92%	30%	25%
	2008	334	24%	17%	20%	50%	66%	23%	25%
GPRMC	BROOKE AMC								
	2009	790	37%	31%	40%	50%	57%	36%	39%
	2008	1253	36%	24%	33%	47%	68%	32%	38%
GPRMC	DARNALL AMC								
	2009	594	33%	20%	24%	53%	79%	33%	32%
	2008	575	27%	17%	30%	40%	74%	27%	27%
GPRMC	EVANS ACH								
	2009	609	35%	25%	32%	46%	74%	39%	30%
	2008	775	37%	24%	35%	52%	73%	39%	36%
GPRMC	IRWIN ACH								
	2009	508	28%	19%	30%	32%	74%	25%	31%
	2008	356	25%	17%	23%	38%	82%	19%	30%
GPRMC	L. WOOD ACH								
	2009	554	26%	22%	23%	27%	62%	24%	27%
	2008	621	23%	18%	19%	29%	79%	26%	20%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	488	28%	19%	30%	58%	82%	28%	29%
	2008	516	32%	26%	33%	47%	76%	32%	34%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	335	27%	19%	30%	43%	37%	29%	23%
	2008	266	26%	16%	32%	38%	35%	28%	16%
GPRMC	REYNOLDS ACH								
	2009	582	36%	26%	22%	61%	72%	42%	30%
	2008	534	26%	20%	21%	47%	64%	29%	23%

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## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 2 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	581	38%	31%	37%	48%	64%	40%	36%
	2008	652	28%	22%	23%	39%	59%	28%	29%
NARMC	DEWITT ACH								
	2009	1106	30%	27%	27%	42%	63%	33%	27%
	2008	568	30%	22%	24%	43%	80%	35%	23%
NARMC	GUTHRIE AHC								
	2009	342	37%	26%	32%	44%	72%	41%	27%
	2008	226	22%	14%	23%	34%	57%	23%	19%
NARMC	IRELAND ACH								
	2009	602	35%	28%	33%	43%	79%	36%	34%
	2008	512	28%	19%	19%	49%	80%	28%	28%
NARMC	KELLER ACH								
	2009	411	35%	28%	27%	57%	78%	37%	31%
	2008	229	33%	25%	32%	53%	69%	38%	26%
NARMC	KENNER AHC								
	2009	359	31%	23%	39%	34%	60%	32%	28%
	2008	154	30%	18%	30%	44%	71%	32%	19%
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	742	34%	28%	30%	50%	68%	34%	36%
	2008	357	32%	21%	36%	45%	67%	36%	17%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	434	33%	25%	26%	50%	81%	37%	28%
	2008	199	31%	26%	26%	33%	64%	32%	30%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	910	34%	27%	40%	51%	65%	30%	36%
	2008	536	35%	27%	36%	46%	68%	32%	36%
NARMC	WOMACK AMC								
	2009	667	36%	24%	38%	50%	76%	41%	31%
	2008	1292	28%	18%	26%	56%	70%	30%	27%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	128	35%	23%	42%	46%	84%	40%	25%
	2008	127	35%	29%	40%	44%	86%	36%	33%
PRMC	BRIAN ALLGOOD ACH								
	2009	247	26%	25%	16%	30%	68%	26%	26%
	2008	174	19%	14%	24%	29%	40%	18%	21%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 2 Box							
					Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	707	39%	34%	34%	46%	78%	42%	37%
	2008	1026	36%	31%	34%	45%	70%	38%	34%
SERMC	BLANCHFIELD ACH								
	2009	597	32%	23%	29%	46%	67%	31%	34%
	2008	781	25%	22%	21%	36%	68%	24%	26%
SERMC	EISENHOWER AMC								
	2009	700	41%	31%	44%	47%	73%	42%	38%
	2008	1202	37%	30%	26%	48%	69%	36%	39%
SERMC	FOX ARMY HEALTH CENTER								
	2009	378	29%	21%	36%	35%	61%	31%	26%
	2008	366	29%	27%	26%	33%	43%	29%	29%
SERMC	LYSTER AHC								
	2009	435	29%	19%	32%	59%	68%	30%	26%
	2008	315	29%	17%	28%	56%	67%	29%	26%
SERMC	MARTIN ACH								
	2009	605	35%	25%	26%	54%	75%	36%	33%
	2008	783	29%	22%	22%	44%	71%	31%	26%
SERMC	MONCRIEF ACH								
	2009	581	40%	31%	30%	59%	77%	39%	41%
	2008	222	31%	22%	32%	42%	65%	29%	34%
SERMC	WINN ACH								
	2009	505	29%	21%	22%	40%	72%	31%	27%
	2008	395	32%	34%	21%	40%	61%	29%	36%
WRMC	BASSETT ACH								
	2009	259	32%	23%	20%	53%	84%	32%	32%
	2008	226	21%	15%	19%	45%	73%	22%	20%
WRMC	MADIGAN AMC								
	2009	721	31%	21%	31%	47%	71%	29%	34%
	2008	415	29%	20%	22%	40%	67%	28%	29%
WRMC	WEED ACH								
	2009	249	38%	33%	24%	62%	72%	40%	35%
	2008	179	27%	21%	28%	42%	57%	29%	25%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	67%	--	--	--	--	--	--
Overall - Direct Care									
	2009	42539	54%	48%	53%	70%	87%	55%	54%
	2008	40303	52%	45%	50%	67%	85%	52%	52%
Overall - Army <sup>2</sup>									
	2009	18122	55%	47%	51%	70%	87%	55%	54%
	2008	17214	51%	43%	47%	67%	86%	50%	51%
Army - CONUS <sup>3</sup>									
	2009	16594	55%	46%	51%	70%	88%	55%	54%
	2008	15830	50%	43%	47%	67%	86%	50%	51%
Army - OCONUS									
	2009	1528	56%	53%	55%	61%	76%	56%	57%
	2008	1384	53%	49%	51%	71%	79%	54%	53%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	1124	56%	51%	57%	66%	75%	55%	58%
	2008	1045	55%	51%	52%	73%	81%	57%	53%
GPRMC	Great Plains Regional Medical Command								
	2009	5311	53%	43%	48%	69%	88%	52%	53%
	2008	5882	49%	40%	47%	64%	87%	48%	51%
NARMC	North Atlantic Regional Medical Command								
	2009	5573	56%	48%	55%	71%	89%	58%	54%
	2008	4073	52%	43%	49%	73%	87%	53%	51%
PRMC	Pacific Regional Medical Command								
	2009	1082	59%	58%	53%	63%	87%	62%	57%
	2008	1327	57%	52%	56%	68%	86%	56%	57%
SERMC	Southeast Regional Medical Command								
	2009	3801	55%	44%	51%	70%	89%	55%	54%
	2008	4064	50%	44%	43%	67%	83%	50%	50%
WRMC	Western Regional Medical Command								
	2009	1229	52%	45%	45%	70%	87%	50%	55%
	2008	820	44%	35%	39%	64%	87%	46%	43%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Responses	Percent Top 3 Box						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	309	52%	45%	63%	56%	67%	53%	51%
	2008	188	49%	43%	53%	64%	75%	52%	40%
ERMC	HEIDELBERG MEDDAC								
	2009	334	46%	39%	46%	63%	69%	41%	55%
	2008	266	57%	51%	60%	69%	72%	59%	54%
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	481	63%	58%	59%	73%	83%	66%	60%
	2008	591	56%	52%	49%	77%	86%	60%	54%
GPRMC	BAYNE-JONES ACH								
	2009	270	42%	34%	32%	57%	98%	39%	43%
	2008	334	44%	39%	35%	75%	86%	41%	48%
GPRMC	BROOKE AMC								
	2009	790	60%	53%	59%	79%	85%	56%	64%
	2008	1253	59%	47%	56%	70%	89%	52%	62%
GPRMC	DARNALL AMC								
	2009	594	50%	38%	40%	75%	89%	50%	51%
	2008	575	45%	34%	51%	56%	87%	44%	46%
GPRMC	EVANS ACH								
	2009	609	55%	44%	56%	70%	84%	57%	53%
	2008	775	61%	43%	62%	79%	94%	61%	60%
GPRMC	IRWIN ACH								
	2009	508	45%	31%	47%	55%	91%	40%	49%
	2008	356	42%	34%	39%	60%	96%	34%	49%
GPRMC	L. WOOD ACH								
	2009	554	45%	44%	37%	45%	83%	41%	49%
	2008	621	45%	43%	33%	52%	92%	47%	43%
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	488	53%	44%	57%	78%	95%	54%	50%
	2008	516	57%	49%	59%	71%	92%	56%	57%
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	335	47%	37%	52%	62%	76%	46%	50%
	2008	266	44%	35%	54%	55%	41%	46%	39%
GPRMC	REYNOLDS ACH								
	2009	582	59%	50%	44%	81%	94%	66%	50%
	2008	534	47%	39%	44%	68%	84%	51%	41%

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
					Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care
		Responses	Total						
GPRMC	WILLIAM BEAUMONT AMC								
	2009	581	55%	45%	56%	68%	85%	57%	54%
	2008	652	48%	44%	40%	57%	77%	43%	53%
NARMC	DEWITT ACH								
	2009	1106	56%	53%	53%	65%	87%	59%	52%
	2008	568	51%	44%	42%	67%	97%	56%	43%
NARMC	GUTHRIE AHC								
	2009	342	56%	36%	62%	62%	87%	61%	44%
	2008	226	51%	41%	53%	79%	66%	55%	44%
NARMC	IRELAND ACH								
	2009	602	57%	54%	48%	68%	92%	56%	58%
	2008	512	48%	41%	35%	69%	91%	46%	51%
NARMC	KELLER ACH								
	2009	411	59%	54%	51%	79%	86%	58%	60%
	2008	229	53%	46%	51%	69%	89%	58%	47%
NARMC	KENNER AHC								
	2009	359	57%	49%	62%	66%	77%	58%	54%
	2008	154	50%	43%	41%	69%	72%	49%	59%
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	742	56%	48%	57%	72%	85%	55%	59%
	2008	357	52%	40%	55%	75%	75%	54%	46%
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	434	54%	45%	48%	69%	96%	58%	48%
	2008	199	60%	52%	49%	73%	96%	58%	62%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	910	57%	51%	61%	78%	89%	57%	58%
	2008	536	57%	46%	59%	79%	92%	53%	58%
NARMC	WOMACK AMC								
	2009	667	55%	44%	53%	74%	90%	58%	51%
	2008	1292	51%	42%	49%	75%	87%	52%	51%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	128	65%	60%	70%	60%	93%	71%	54%
	2008	127	57%	52%	68%	57%	100%	62%	49%
PRMC	BRIAN ALLGOOD ACH								
	2009	247	53%	56%	49%	42%	77%	54%	50%
	2008	174	43%	36%	49%	56%	61%	36%	52%

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About MHS and TRICARE

Q32 - Overall rating of health care

		Percent Top 3 Box							
				Active Duty		Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
		Responses	Total	Active Duty	Active Duty Family Members	Family Members Under 65	Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	707	61%	58%	54%	70%	89%	66%	58%
	2008	1026	58%	54%	56%	70%	88%	59%	58%
SERMC	BLANCHFIELD ACH								
	2009	597	52%	42%	50%	66%	85%	50%	55%
	2008	781	46%	42%	41%	64%	81%	45%	46%
SERMC	EISENHOWER AMC								
	2009	700	61%	51%	61%	74%	90%	64%	54%
	2008	1202	55%	46%	47%	71%	85%	53%	58%
SERMC	FOX ARMY HEALTH CENTER								
	2009	378	46%	40%	47%	53%	86%	47%	43%
	2008	366	50%	50%	42%	58%	51%	52%	44%
SERMC	LYSTER AHC								
	2009	435	48%	38%	53%	74%	82%	48%	50%
	2008	315	51%	41%	47%	78%	83%	51%	48%
SERMC	MARTIN ACH								
	2009	605	54%	41%	49%	73%	90%	52%	58%
	2008	783	49%	43%	40%	64%	87%	52%	43%
SERMC	MONCRIEF ACH								
	2009	581	58%	49%	50%	75%	90%	56%	60%
	2008	222	52%	38%	53%	72%	93%	54%	49%
SERMC	WINN ACH								
	2009	505	51%	43%	42%	67%	91%	54%	48%
	2008	395	54%	56%	44%	62%	72%	52%	56%
WRMC	BASSETT ACH								
	2009	259	49%	41%	39%	71%	90%	53%	45%
	2008	226	41%	33%	40%	70%	89%	43%	39%
WRMC	MADIGAN AMC								
	2009	721	52%	44%	46%	69%	87%	48%	56%
	2008	415	45%	35%	35%	63%	87%	44%	46%
WRMC	WEED ACH								
	2009	249	60%	57%	47%	80%	87%	61%	58%
	2008	179	46%	39%	47%	68%	77%	55%	33%

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: DoD Composites

Composite 2 - Mental Health Care

		Proportion Not a Problem							
					Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Responses		Total	Active Duty						
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	4858	58%	57%	57%	64%	75%	57%	60%
	2008	2480.5	56%	53%	58%	63%	80%	56%	56%
Overall - Army <sup>2</sup>									
	2009	2220	57%	55%	55%	65%	75%	55%	59%
	2008	1089.5	54%	49%	55%	65%	80%	53%	56%
Army - CONUS <sup>3</sup>									
	2009	2052.5	57%	55%	54%	66%	76%	55%	60%
	2008	966.5	55%	50%	56%	66%	81%	53%	56%
Army - OCONUS									
	2009	167.5	52%	50%	63%	49%	62%	49%	57%
	2008	123	49%	44%	55%	60%	73%	50%	49%
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	125	56%	53%	70%	55%	61%	55%	58%
	2008	74.5	56%	50%	77%	60%	*	55%	56%
GPRMC	Great Plains Regional Medical Command								
	2009	700	55%	54%	54%	58%	72%	52%	58%
	2008	293	50%	41%	60%	63%	80%	54%	47%
NARMC	North Atlantic Regional Medical Command								
	2009	643.5	56%	50%	55%	74%	74%	59%	52%
	2008	341	56%	49%	56%	73%	85%	53%	60%
PRMC	Pacific Regional Medical Command								
	2009	125.5	64%	63%	60%	75%	*	52%	70%
	2008	73.5	57%	63%	41%	36%	*	47%	65%
SERMC	Southeast Regional Medical Command								
	2009	467.5	58%	57%	52%	69%	81%	55%	65%
	2008	240	56%	51%	50%	68%	88%	52%	64%
WRMC	Western Regional Medical Command								
	2009	158.5	57%	60%	49%	51%	78%	51%	66%
	2008	67.5	58%	58%	61%	49%	*	58%	57%

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: DoD Composites

### Composite 2 - Mental Health Care

		Responses	Total	Proportion Not a Problem					
				Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	35.5	59%	57%	*	*	*	63%	*
	2008	24	53%	*	*	*	--	59%	*
ERMC	HEIDELBERG MEDDAC								
	2009	43.5	52%	53%	*	37%	*	49%	57%
	2008	14.5	39%	*	*	*	*	36%	*
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	46	57%	51%	81%	*	*	50%	62%
	2008	36	60%	58%	*	61%	*	62%	60%
GPRMC	BAYNE-JONES ACH								
	2009	34	59%	65%	*	*	*	66%	49%
	2008	12.5	48%	*	*	*	*	*	*
GPRMC	BROOKE AMC								
	2009	111.5	57%	52%	63%	82%	*	37%	68%
	2008	44	53%	35%	*	72%	*	48%	56%
GPRMC	DARNALL AMC								
	2009	94	51%	50%	47%	62%	*	41%	62%
	2008	35.5	49%	43%	53%	*	*	55%	46%
GPRMC	EVANS ACH								
	2009	75.5	54%	58%	51%	38%	72%	56%	51%
	2008	45.5	59%	51%	*	63%	*	71%	47%
GPRMC	IRWIN ACH								
	2009	57.5	52%	43%	68%	44%	*	58%	48%
	2008	30.5	35%	*	54%	*	*	35%	36%
GPRMC	L. WOOD ACH								
	2009	63.5	41%	34%	56%	33%	*	33%	46%
	2008	20.5	32%	*	*	63%	--	23%	*
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	55	50%	41%	69%	68%	*	61%	35%
	2008	26	65%	*	*	*	*	43%	*
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	39	58%	50%	78%	*	*	68%	*
	2008	23	37%	24%	*	*	*	42%	*
GPRMC	REYNOLDS ACH								
	2009	93	67%	72%	51%	69%	81%	67%	67%
	2008	24.5	63%	*	*	*	*	71%	*

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: DoD Composites

### Composite 2 - Mental Health Care

		Proportion Not a Problem							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	77	64%	66%	54%	65%	*	73%	56%
	2008	31	47%	*	*	55%	*	51%	45%
NARMC	DEWITT ACH								
	2009	101	58%	57%	54%	74%	*	55%	61%
	2008	51	61%	64%	36%	82%	*	62%	60%
NARMC	GUTHRIE AHC								
	2009	38.5	65%	*	62%	76%	*	65%	*
	2008	22	45%	43%	*	*	*	*	46%
NARMC	IRELAND ACH								
	2009	81.5	52%	49%	46%	85%	*	41%	65%
	2008	40.5	48%	42%	53%	*	*	38%	66%
NARMC	KELLER ACH								
	2009	46.5	68%	72%	53%	87%	*	80%	32%
	2008	30.5	60%	55%	*	*	*	53%	67%
NARMC	KENNER AHC								
	2009	41	57%	46%	86%	*	*	60%	*
	2008	16	33%	*	*	*	*	35%	*
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	79.5	60%	62%	42%	69%	*	62%	45%
	2008	36	52%	41%	*	*	*	57%	*
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	54.5	60%	50%	*	70%	*	60%	59%
	2008	30	60%	*	40%	90%	*	53%	69%
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	124.5	54%	53%	57%	56%	*	62%	51%
	2008	70	65%	60%	70%	79%	*	52%	71%
NARMC	WOMACK AMC								
	2009	76.5	51%	40%	53%	78%	*	60%	44%
	2008	45	60%	47%	*	84%	*	64%	55%
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	12.5	68%	*	*	*	*	78%	*
	2008	13.5	65%	*	*	*	*	*	*
PRMC	BRIAN ALLGOOD ACH								
	2009	20	30%	30%	*	*	*	19%	*
	2008	22	31%	25%	*	*	*	39%	*

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: DoD Composites

Composite 2 - Mental Health Care

		Proportion Not a Problem							
		Responses	Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	93	70%	71%	61%	84%	*	64%	72%
	2008	38	62%	71%	43%	*	*	49%	72%
SERMC	BLANCHFIELD ACH								
	2009	73	60%	69%	40%	67%	*	46%	79%
	2008	29	45%	45%	*	*	*	34%	66%
SERMC	EISENHOWER AMC								
	2009	85	54%	51%	49%	79%	*	52%	64%
	2008	56.5	62%	57%	48%	77%	*	63%	61%
SERMC	FOX ARMY HEALTH CENTER								
	2009	47	47%	50%	44%	*	*	45%	51%
	2008	33.5	73%	*	71%	59%	*	74%	72%
SERMC	LYSTER AHC								
	2009	50.5	53%	44%	63%	71%	*	54%	*
	2008	36	53%	50%	*	51%	--	50%	*
SERMC	MARTIN ACH								
	2009	72	55%	44%	51%	68%	*	52%	60%
	2008	34	57%	47%	*	76%	*	48%	70%
SERMC	MONCRIEF ACH								
	2009	77	64%	58%	66%	74%	*	60%	72%
	2008	29	63%	*	*	70%	*	67%	*
SERMC	WINN ACH								
	2009	63	62%	60%	66%	59%	*	70%	52%
	2008	22	59%	*	*	*	*	52%	*
WRMC	BASSETT ACH								
	2009	32	73%	73%	71%	*	*	68%	77%
	2008	13	51%	*	*	--	*	*	*
WRMC	MADIGAN AMC								
	2009	92	57%	61%	44%	49%	*	50%	67%
	2008	46.5	59%	58%	*	46%	*	64%	55%
WRMC	WEED ACH								
	2009	34.5	37%	39%	*	*	*	41%	30%
	2008	8	*	*	*	*	--	*	*

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

Domain: Feelings About Interactions with Providers

Q24a - Take prescription medicine

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
Direct Care 2009 Civilian Benchmark <sup>1</sup>		--	--	--	--	--	--	--	--
Overall - Direct Care									
	2009	24014	82%	78%	79%	93%	93%	84%	79%
	2008	--	--	--	--	--	--	--	--
Overall - Army <sup>2</sup>									
	2009	10045	82%	77%	80%	92%	92%	84%	79%
	2008	--	--	--	--	--	--	--	--
Army - CONUS <sup>3</sup>									
	2009	9191	82%	78%	80%	92%	92%	84%	79%
	2008	--	--	--	--	--	--	--	--
Army - OCONUS									
	2009	854	80%	76%	78%	89%	95%	84%	74%
	2008	--	--	--	--	--	--	--	--
Army - Intermediate Commands									
ERMC	Europe Regional Medical Command								
	2009	654	80%	75%	81%	91%	99%	85%	74%
	2008	--	--	--	--	--	--	--	--
GPRMC	Great Plains Regional Medical Command								
	2009	2955	83%	78%	81%	93%	91%	84%	82%
	2008	--	--	--	--	--	--	--	--
NARMC	North Atlantic Regional Medical Command								
	2009	3166	82%	79%	79%	92%	93%	85%	78%
	2008	--	--	--	--	--	--	--	--
PRMC	Pacific Regional Medical Command								
	2009	567	82%	83%	79%	84%	89%	83%	81%
	2008	--	--	--	--	--	--	--	--
SERMC	Southeast Regional Medical Command								
	2009	2048	82%	77%	78%	93%	92%	83%	79%
	2008	--	--	--	--	--	--	--	--
WRMC	Western Regional Medical Command								
	2009	654	78%	71%	78%	91%	90%	81%	75%
	2008	--	--	--	--	--	--	--	--

<sup>1</sup> Numbers in **bold** represent statistically significant differences, at the 95% confidence level, from the 2009 Civilian Benchmark score.

<sup>2</sup> Parent DMIS 0482 (CHPPM-PAC) had fewer than 10 responses across the year. Data are included in Overall Army totals.

<sup>3</sup> CONUS includes Alaska and Hawaii.

Note: "--" no response for the reporting period

Note: Data are not shown in cases where fewer than 10 valid responses were received nor are statistical tests reported in cases where fewer than 30 valid responses were received.

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Feelings About Interactions with Providers**

**Q24a - Take prescription medicine**

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
ERMC	BAVARIA MEDDAC								
	2009	196	78%	67%	84%	91%	100%	84%	55%
	2008	--	--	--	--	--	--	--	--
ERMC	HEIDELBERG MEDDAC								
	2009	191	81%	74%	82%	100%	100%	87%	68%
	2008	--	--	--	--	--	--	--	--
ERMC	LANDSTUHL REGIONAL MEDCEN								
	2009	267	81%	78%	80%	88%	97%	85%	79%
	2008	--	--	--	--	--	--	--	--
GPRMC	BAYNE-JONES ACH								
	2009	141	83%	76%	80%	95%	93%	91%	77%
	2008	--	--	--	--	--	--	--	--
GPRMC	BROOKE AMC								
	2009	422	86%	87%	82%	90%	90%	87%	86%
	2008	--	--	--	--	--	--	--	--
GPRMC	DARNALL AMC								
	2009	308	82%	75%	83%	96%	86%	83%	81%
	2008	--	--	--	--	--	--	--	--
GPRMC	EVANS ACH								
	2009	350	83%	80%	79%	88%	96%	85%	80%
	2008	--	--	--	--	--	--	--	--
GPRMC	IRWIN ACH								
	2009	297	82%	74%	86%	97%	77%	82%	81%
	2008	--	--	--	--	--	--	--	--
GPRMC	L. WOOD ACH								
	2009	292	77%	67%	77%	96%	97%	81%	74%
	2008	--	--	--	--	--	--	--	--
GPRMC	MUNSON ARMY HEALTH CENTER								
	2009	295	79%	75%	78%	99%	90%	82%	74%
	2008	--	--	--	--	--	--	--	--
GPRMC	R W BLISS ARMY HEALTH CENTER								
	2009	185	84%	82%	76%	94%	*	85%	77%
	2008	--	--	--	--	--	--	--	--
GPRMC	REYNOLDS ACH								
	2009	336	85%	71%	90%	94%	97%	88%	81%
	2008	--	--	--	--	--	--	--	--

(continued)



## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Feelings About Interactions with Providers**

**Q24a - Take prescription medicine**

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
GPRMC	WILLIAM BEAUMONT AMC								
	2009	329	82%	79%	78%	93%	92%	78%	86%
	2008	--	--	--	--	--	--	--	--
NARMC	DEWITT ACH								
	2009	637	83%	81%	80%	94%	96%	84%	82%
	2008	--	--	--	--	--	--	--	--
NARMC	GUTHRIE AHC								
	2009	199	86%	77%	82%	93%	98%	89%	74%
	2008	--	--	--	--	--	--	--	--
NARMC	IRELAND ACH								
	2009	342	85%	79%	86%	95%	88%	89%	79%
	2008	--	--	--	--	--	--	--	--
NARMC	KELLER ACH								
	2009	235	72%	66%	72%	80%	98%	74%	69%
	2008	--	--	--	--	--	--	--	--
NARMC	KENNER AHC								
	2009	208	84%	77%	83%	95%	97%	87%	68%
	2008	--	--	--	--	--	--	--	--
NARMC	KIMBROUGH AMBULATORY CARE CENTER								
	2009	428	80%	77%	83%	85%	90%	83%	71%
	2008	--	--	--	--	--	--	--	--
NARMC	MCDONALD ARMY HEALTH CENTER								
	2009	240	90%	90%	88%	89%	97%	93%	83%
	2008	--	--	--	--	--	--	--	--
NARMC	WALTER REED ARMY MEDICAL CENTER								
	2009	495	83%	85%	75%	91%	92%	89%	80%
	2008	--	--	--	--	--	--	--	--
NARMC	WOMACK AMC								
	2009	382	79%	73%	76%	96%	92%	83%	76%
	2008	--	--	--	--	--	--	--	--
PRMC	BG CRAWFORD F. SAMS USAHC-CAMP ZAMA								
	2009	40	72%	79%	49%	*	*	76%	59%
	2008	--	--	--	--	--	--	--	--
PRMC	BRIAN ALLGOOD ACH								
	2009	148	81%	89%	70%	80%	80%	83%	78%
	2008	--	--	--	--	--	--	--	--

(continued)

## TRICARE Outpatient Satisfaction Survey - Direct Care - Army

**Domain: Feelings About Interactions with Providers**

**Q24a - Take prescription medicine**

		Responses	Percent Yes						
			Total	Active Duty	Active Duty Family Members	Retirees and Family Members Under 65	Retirees and Family Members 65+	Primary Care	Specialty Care
PRMC	TRIPLER AMC								
	2009	379	83%	81%	82%	84%	92%	84%	82%
	2008	--	--	--	--	--	--	--	--
SERMC	BLANCHFIELD ACH								
	2009	292	80%	85%	66%	85%	90%	81%	79%
	2008	--	--	--	--	--	--	--	--
SERMC	EISENHOWER AMC								
	2009	389	81%	74%	78%	97%	98%	82%	79%
	2008	--	--	--	--	--	--	--	--
SERMC	FOX ARMY HEALTH CENTER								
	2009	174	87%	91%	77%	93%	*	89%	82%
	2008	--	--	--	--	--	--	--	--
SERMC	LYSTER AHC								
	2009	250	77%	63%	94%	93%	87%	85%	47%
	2008	--	--	--	--	--	--	--	--
SERMC	MARTIN ACH								
	2009	315	80%	65%	80%	93%	96%	87%	64%
	2008	--	--	--	--	--	--	--	--
SERMC	MONCRIEF ACH								
	2009	341	82%	73%	84%	97%	81%	85%	74%
	2008	--	--	--	--	--	--	--	--
SERMC	WINN ACH								
	2009	287	87%	83%	85%	95%	93%	83%	94%
	2008	--	--	--	--	--	--	--	--
WRMC	BASSETT ACH								
	2009	155	82%	72%	88%	98%	100%	83%	81%
	2008	--	--	--	--	--	--	--	--
WRMC	MADIGAN AMC								
	2009	362	77%	70%	75%	91%	89%	80%	72%
	2008	--	--	--	--	--	--	--	--
WRMC	WEED ACH								
	2009	137	83%	81%	81%	86%	86%	79%	89%
	2008	--	--	--	--	--	--	--	--

# **Appendix A:**

## **Methodology Report**



## **Methodology Report**

### **Background**

The TRICARE Outpatient Satisfaction Survey (TROSS) assesses beneficiary satisfaction with outpatient care received through the Direct Care system (worldwide) and the Purchased Care network (within the United States). The survey, which is modeled after the Clinician & Group Consumer Assessment of Healthcare Providers and Systems (C & G CAHPS), asks adult beneficiaries about their experiences as an outpatient, and asks sponsors of child beneficiaries about their child's outpatient experiences. It focuses on access to care, doctor or provider communication, and courtesy and effectiveness of the staff at the doctor's office.

This report presents results for 2009 based on patient visits from May 2008 through April 2009. Prior year data are presented for comparison. Months and years noted in this report reflect the month of the encounter, rather than the month of fielding.

### **Overview of the TROSS Program**

The primary objective of the TROSS is to collect reliable data on beneficiaries' perceptions of their outpatient experiences. Each quarter, a Civilian Benchmark survey was conducted using members of Synovate's Consumer Opinion Panel who have recently seen a provider for themselves or their child. The 2009 Civilian Benchmark data are intended to assist leadership efforts in sustaining and improving quality health care.

TROSS results, quarterly data files, and Civilian Benchmark comparisons are available through an interactive Web site. Web-based reports provide TRICARE regional offices, the Services, and MTF commanders with a comprehensive description of beneficiaries' satisfaction with outpatient care. Purchased Care reports are broken out by provider region and military treatment facility service areas. Direct Care reports are broken out by Service and include further breakouts by military treatment facility. Civilian Benchmarks are provided for key questions.

### **TROSS Survey Methods**

The TROSS project has two components. Purchased Care beneficiaries receive care from civilian providers who are part of the Military Health System network within the United States. Direct Care component beneficiaries have received care at MTFs worldwide.

Sampling. The TROSS is conducted monthly. The following visit types are included in the sample:

- Children between the ages of 0-11;
- Adults 18 years or older at the time of the encounter;
- Outpatient visits at a MTF (clinic or hospital) or civilian network facility (excludes cancellations, left without being seen, no-shows, denied claims, pharmacy claims, and telephone consults); and
- Eligible for contact – not included on the No Contact List, Recently Deceased file, or MDR Death file (for 12 months following date of death).

The following encounters were excluded from the sample:

- Psychiatric, substance abuse, or OBGYN (if less than 11 years of age), primary diagnosis code at the time of discharge or related provider specialty code;
- Laboratory, radiology, pathology, or anesthesiology provider specialty or provider type of care code;
- In cases where a single individual had multiple outpatient encounters during the month, all but the most recent encounter are excluded;
- Encounters for which provider information is incomplete;
- Duplicate records;
- Blank beneficiary category;
- Providers listed with a name of lab or laboratory;
- Those previously sampled within the past six months for either Purchased Care or Direct Care;
- Respondents with no age in the sample extract; and
- Incomplete provider information.

Sampling Strategy – Direct Care. Approximately 2 weeks after the end of each calendar month, a list of all relevant encounters in Military Treatment Facilities (MTFs) both in the United States and outside the United States is compiled based on claims submitted by providers. The data represent all encounters at MTFs as defined by parent Defense Medical Information System (DMIS) identifiers. This file serves as the sample frame for the monthly Direct Care survey.

After exclusions are applied, two samples are drawn. First, a sample is drawn to be surveyed by telephone. Beneficiaries are randomly selected to fill our phone sample quotas for Service and beneficiary category with the constraint that an individual with either no phone number or an invalid phone number would not be part of the phone study. Once the telephone sample is selected, the remaining patients are put into the pool of eligible candidates to be surveyed by mail. The mail sample is drawn from this pool with the constraint that patients must have a valid mailing address and zip code.

The Direct Care Mail sample is drawn using a more sophisticated and dynamic procedure. Allocations by Service are set proportional to the historical encounter volume on the TROSS (Army 47%, Navy 26%, and Air Force 27%). Within each Service, the sample is stratified by MTF. The samples are allocated to MTFs using a tiered process. The tiered process is set up to ensure a minimum number of 30 responses for reporting purposes for facilities with the smallest volume of encounters. The tiered process is adjusted monthly to account for changes in monthly encounter volume at the MTF level. The sample is also allocated disproportionately within MTFs to account for lower response rates among Active Duty beneficiaries. The result is that the composition of respondents should more closely resemble the TROSS Direct Care population.

Sample Numbers – Direct Care. In January 2009, the sampling plan for the TROSS was reallocated to allow for an equal rate of returns between Direct and Purchased Care. Since the large majority of active duty and their dependents are in the Direct Care, and one of the goals of reporting on the TROSS is to get sufficient returns ( $n = 30$ ) for approximately 150 MTFs in Direct Care, the Direct Care sample was increased, and the Purchased Care sample was decreased starting with October 2008 encounters.

Table A1 presents the numbers of individuals sampled in Direct Care by month for the mail survey administration. The sampling process is dynamic to account for the monthly fluctuations in encounter volume.

**Table A1. Month of Direct Care Sample by Service of Sponsor**

Encounter Month	Total Mail *	Army	Navy	Air Force
May 2008	18,755	8,807	4,882	5,066
June 2008	18,750	8,819	4,869	5,062
July 2008	18,746	8,816	4,873	5,057
August 2008	18,752	8,819	4,867	5,066
September 2008	18,752	8,819	4,867	5,066
October 2008	18,754	8,813	4,868	5,073
November 2008	18,754	8,813	4,868	5,073
December 2008 *	33,744	15,849	8,792	9,103
January 2009	32,075	15,076	8,332	8,667
February 2009	32,080	15,079	8,332	8,669
March 2009	32,293	15,168	8,401	8,724
April 2009	32,293	15,168	8,401	8,724
<b>TOTAL</b>	293,748	138,046	76,352	79,350
<p>* NCOA address cleaning was incorporated with the November 2008 sample for Direct Care TROSS survey. Starting with the December 2008 sample, records pulled for sample and then identified by the U.S. Postal Service as “relocated without a forwarding address” were dropped prior to sending the first mailing. Totals include the number sampled.</p>				

### Survey Instrument

Though the TROSS project has been ongoing for several years, a new instrument was designed and adopted in 2007. Adapted from the Clinician and Group Consumer Assessment Health Plans Survey (C & G CAHPS), the questionnaire focuses on: (1) access to care, (2) doctor or provider communication and courtesy, (3) effectiveness of the clerks/receptionists at the doctor’s office, and (4) overall satisfaction with TRICARE. In addition to standard CAHPS questions, it contains a number of questions specific to DoD to allow for trending key items from previous outpatient satisfaction surveys. It also includes several demographic items. Administration guidelines follow the most current instructions from the CAHPS Quality Assurance Guidelines.

Versions of the Instrument. The Purchased and Direct Care survey instruments have four versions: Mail Adult, Mail Child, Phone Adult, and Phone Child.

The Mail Adult and Mail Child versions comprise 57 and 56 questions, respectively. Both versions include 4 questions regarding mental health, 5 health care questions common to all Department of Defense surveys, and 37 questions from the Clinician & Group CAHPS Adult Primary Care survey. Of these 37 questions, 13 questions make up the three CAHPS Composites: 5 are on Access to Care, 6 are on Doctor Communication, and 2 are on Office Staff.

Differences between the TROSS Mail Adult and Mail Child versions are minimal. The CAHPS questions have standard versions for both adults and children, and these are used as appropriate. Other questions have slight variations in wording to pertain to either adults or children (see Appendix C for the Adult version). The questionnaires are also available on the TROSS reporting Web site.

Customization of Survey Documents. Survey materials are personalized in the following ways.

- Child survey booklets include the child's name, the provider's name, and the visit date. Cover letters sent with child surveys include the child's name, address, survey ID number, and password for the Web site.
- Adult survey booklets include the provider's name and the visit date. Cover letters sent with the adult surveys included the recipient's name, rank, address, survey ID, and password for the Web site.

Internet Survey Design. The cover letters for both survey mailings contain the URL, as well as unique login and password information for each sampled beneficiary. Beneficiaries elect to complete the survey via Internet log into a secure, Synovate-hosted Web site.

Sampled beneficiaries have a 45-minute window to complete the Internet survey. It takes respondents approximately 11 minutes to complete the survey. If a respondent quits during the survey, he or she is able to log back in to the beginning and finish. However, after all questions have been completed, answers cannot be reviewed or revised.

## **Data Collection**

Each month, a new sample of beneficiaries is sent a survey packet consisting of a cover letter, a four-page questionnaire booklet, and a postage-paid return envelope. Recipients can complete the survey in either of two ways: by filling out the questionnaire and returning it by mail, or by going to a Web site and completing the survey online. The mail and Internet versions of the questionnaire are exactly the same. The address of the Web site, a username, and password are included in the cover letter. A second survey packet is sent to beneficiaries who have not responded by mail or Internet 21 days after the mailing of the first packet.

General Timeline. Table A2 provides the timeline for the TROSS Mail study based on the average calendar days. From the time Synovate receives the monthly extract file, the first survey packet is mailed out in approximately 13 calendar days. Roughly 21 days after the first mailing, Synovate sends the second mailing to those who have not responded. Field ends for the Mail portion of this study approximately 55 calendar days after receiving the monthly extract file.



**Table A2. TROSS Mail Timeline**

Action	Direct Care	Purchased Care
Date of last possible encounter until sample frame received	12 days	54 days
Monthly extract frame received	0 days	0 days
Packet 1 mailed	13 days	13 days
Packet 2 mailed	34 days	34 days
End of field	55 days	55 days

Direct Care Schedule. In general, samples are drawn about 4 weeks after the end of the calendar month in which outpatient encounters occurred, and data collection proceed according to the fielding schedule. The actual schedule of survey administration in for 28 September 2008 through 27 September 2009 is shown in Table A3.

**Table A3. TROSS 2009 Direct Care Mail Fielding Schedule**

Encounter Month	Sample Delivery	Mailing 1	Mailing 2	Field Close	Data Compiled
May 2008	10-Jun-08	26-Jun-08	16-Jul-08	6-Aug-08	21-Aug-08
June 2008	8-Jul-08	23-Jul-08	15-Aug-08	3-Sep-08	18-Sep-08
July 2008 *	13-Aug-08	5-Oct-08	N/A	5-Nov-08	7-Nov-08
August 2008 **	10-Sep-08	15-Oct-08	5-Nov-08	26-Nov-08	5-Dec-08
September 2008	15-Oct-08	24-Oct-08	14-Nov-08	8-Dec-08	19-Dec-08
October 2008 **	12-Nov-08	21-Nov-08	15-Dec-08	6-Jan-09	16-Jan-09
November 2008	9-Dec-08	23-Dec-08	13-Jan-09	2-Feb-09	6-Feb-09
December 2008 ***	13-Jan-09	28-Jan-09	13-Feb-09	10-Mar-09	20-Mar-09
January 2009	11-Feb-09	20-Feb-09	17-Mar-09	7-Apr-09	17-Apr-09
February 2009 ***	11-Mar-09	20-Mar-09	13-Apr-09	4-May-09	8-May-09
March 2009	14-Apr-09	24-Apr-09	18-May-09	8-Jun-09	19-Jun-09
April 2009	12-May-09	26-May-09	16-Jun-09	7-Jul-09	17-Jul-09

\* Field period for the Mail Component of the Direct Care July 2008 sample was shortened from 6 weeks to 4 weeks.

\*\* DOD-Wide questions and question 24a were incorporated into the August 2008 sample for the Internet component and October 2008 of the Direct Care TROSS survey. Subsequent waves included DOD-Wide questions, respectively.

\*\*\* Full text of Privacy Statement was incorporated into the December 2009 sample for the Internet component and February 2009 of the Mail Direct Care TROSS survey.

## Data Processing

Scanning of Mail Returns and Data Entry. Mail returns are scanned to generate electronic images, and optical character recognition (OCR) software is then applied to all handwritten checkmarks and numeric characters. Any characters or marks that are identified with less than 90% confidence by OCR are directed to a human coder, who reviews the image and enters the information by hand. Responses to open-end questions are entered by human data processors.

Most of the questions on the TROSS questionnaires are designed to accept one response only. In cases where multiple responses are marked, the conflict is resolved by applying a “best mark” rule in conjunction with a look at previous marks on the questionnaire (to ascertain how the respondent tends to mark responses).

Contact Updating. Prior to the second mailing, the sample is updated to exclude:

- Sample members who completed the survey (by mail and Internet) in the two weeks following the first mailing
- Sample members who fell into one of the following categories in the two weeks following the first mailing: mail undeliverable, deceased, refused, incarcerated, ineligible, unable to complete the survey, deployed, or never saw provider.

Address updates received in time for the second mailing are included as well.

Completion Criteria. Data collection is terminated on different dates for the different modes of survey administration. Data collection by phone is terminated on the telephone field close date. Data collection by IVR is terminated after a grace period of two calendar days from the telephone field close date. Similarly, mail data collection is ended on the mail field close date, while Internet data collection is stopped after a grace period of two calendar days from the mail field close date.

The following criteria are used to determine complete returns eligible for inclusion in the data (completed surveys):

- Mail: Response to one question was sufficient.
- Internet: Respondent must have answered (responded or actively skipped) all the way through the survey.

Cleaning of Mail Data. If responses were marked on questions that should have been skipped, as determined by a response to a prior gate question, then these responses are omitted. Such responses are also omitted if the relevant gate question was simply left blank. The gate questions for the adult mail survey (see Appendix C) are questions 1, 4, 5, 7, 9, 12, 14, 19, 25, 33, 35, 37b, 39, 41, and 48. For the child mail survey (a copy of the child mail instrument is in the appendix), the gate questions are 1, 4, 5, 7, 9, 12, 14, 19, 25, 33, 35, 37b, and 47. In 2009, an additional gate question, 24a, appeared with the addition of the DOD wide questions for the adult and child surveys (See Tables A3).

Question 39 on the child questionnaire asks about the child’s age, and includes a checkbox on “Less than 1 year old” and a blank in which the respondent can write a number of years. In some cases, respondents marked inconsistent responses: a check in the box plus a written age greater than 1 year. If inspection of the whole questionnaire suggested that the respondent had answered for more than one child, then the questionnaire was excluded from the data.

There are a few “other-specify” questions on the survey. If “other” was not checked but an open ended response was given, then the open-ended response is omitted.

No imputation is performed to estimate missing data.

Cleaning of Internet Data. No cleaning to reconcile Internet data with the survey skip pattern is necessary, as responses to gate questions are mandatory in the Internet survey, and questions inconsistent with the skip pattern are never presented to the respondent. In rare instances, though, respondents utilized their ‘back’ button to go back to prior gate questions and revised responses even though subsequent questions had already been presented. In these cases, if there was inconsistency with the skip pattern, data inconsistent with gate questions is omitted. The Internet method precludes the respondents from giving multiple responses to single-response questions.

No imputation is performed to estimate missing data.

Coding of Open-End Data. Responses to other-specify items (questions 11 and 37) are back coded. If a respondent gave an open-ended response similar to one of the pre-identified list of codes, then the response is merged back into the data. Not all open-ended responses can be coded back into the pre-identified list. If a respondent gave a verbatim that was unrelated to the question, they are treated as if they had given no response. In these cases, if there are common responses, we add a new code. For quality assurance purposes, 10% of the coding is independently verified. Based on analyses of verbatim responses, a new code ‘*Not eligible for care at MTF*’ was created for question 37.

SAS data files containing all other-specify responses are provided at the end of each contract year. These data files contain sample and reporting variables, as well as all responses selected for the coded questions.

Merging and Deduplicating Respondent Data Files. Data from mail and Internet are merged and deduplicated by a “first-in” rule: The first return received from an individual is kept and subsequent returns are omitted. In cases where multiple returns are received “simultaneously” (for example, a mail return and an Internet return received on the same day), complete returns trump incomplete returns; if both returns are complete, then one is chosen arbitrarily, and the other excluded.

## **Response Rates**

Tables A4 – A7 provide the response rates for the mail/Internet component of the Direct Care TROSS using AAPOR’s formula 1: the number of complete interviews divided by the number of interviews (complete plus partial), plus the number of non-interviews (refusal and break-off plus non-contacts plus others), plus all cases of unknown eligibility (unknown if housing unit, plus unknown other). Records returned as undeliverable or identified by the U.S. Postal Service as “relocated without a forwarding address” are excluded from the calculation.

**Table A4: Direct Care Mail – AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
May 2008	2,897	18,755	17.3%
June 2008	3,031	18,750	17.9%
July 2008	1,797	18,746	10.5%
August 2008	2,784	18,752	16.7%
September 2008	2,864	18,752	17.1%
October 2008	2,589	18,754	15.2%
November 2008	2,857	18,754	16.7%
December 2008	5,412	33,744	17.8%
January 2009	5,036	32,075	17.5%
February 2009	4,822	32,080	16.6%
March 2009	4,523	32,293	15.6%
April 2009	4,566	32,293	15.6%
<b>TOTAL</b>	<b>43,178</b>	<b>293,748</b>	<b>16.3%</b>

**Table A5: Direct Care Mail – Army AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
May 2008	1,238	8,807	16.0%
June 2008	1,304	8,819	16.8%
July 2008	762	8,816	9.6%
August 2008	1,202	8,819	15.6%
September 2008	1,223	8,819	15.8%
October 2008	1,130	8,813	14.4%
November 2008	1,192	8,813	15.1%
December 2008	2,267	15,849	16.2%
January 2009	2,139	15,076	16.1%
February 2009	2,067	15,079	15.5%
March 2009	1,919	15,168	14.4%
April 2009	1,968	15,168	14.7%
<b>TOTAL</b>	<b>18,411</b>	<b>138,046</b>	<b>15.1%</b>

**Table A6: Direct Care Mail – Navy AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
May 2008	785	4,882	18.4%
June 2008	818	4,869	18.9%
July 2008	511	4,873	11.5%
August 2008	741	4,867	17.4%
September 2008	770	4,867	18.1%
October 2008	674	4,868	15.5%
November 2008	755	4,868	17.2%
December 2008	1,435	8,792	18.4%
January 2009	1,404	8,332	19.0%
February 2009	1,280	8,332	17.1%
March 2009	1,306	8,401	17.4%
April 2009	1,232	8,401	16.4%
<b>TOTAL</b>	<b>11,711</b>	<b>76,352</b>	<b>17.2%</b>

**Table A7: Direct Care Mail – Air Force AAPOR Response Rate**

<b>Sample</b>	<b>Completes</b>	<b>Initial Sample</b>	<b>Response Rate (AAPOR Formula 1)</b>
May 2008	874	5,066	18.3%
June 2008	909	5,062	19.0%
July 2008	524	5,057	11.0%
August 2008	841	5,066	17.8%
September 2008	871	5,066	18.3%
October 2008	785	5,073	16.4%
November 2008	910	5,073	19.0%
December 2008	1,710	9,103	19.9%
January 2009	1,493	8,667	18.3%
February 2009	1,475	8,669	18.0%
March 2009	1,298	8,724	15.8%
April 2009	1,366	8,724	16.6%
<b>TOTAL</b>	<b>13,056</b>	<b>79,350</b>	<b>17.5%</b>

## Weighting

Statistical weights are included in the data to adjust for differing response rates among key demographic groups. The sampling weights were constructed using a post-stratification adjustment process called rim weighting, also known as raking estimation or sample balancing<sup>1</sup>. For Purchased Care Mail, the weights reflect each month's population of outpatients with respect to age, gender, beneficiary category, and service area (a combination of region and PSA status). For Direct Care Mail, the weights reflect each month's population of outpatients with respect to age, gender, beneficiary category, and region. In Direct Care a pre-weight of PSU ID is included. The rim weighting process is iterative, whereby the key variables (age, gender, beneficiary category and region) are weighted to match the population characteristics for these characteristics after a pre-weight of PSU ID is added. The Direct Care sampling plan accounts for differences between regions (or MTFs) by including Parent DMIS in the weighting scheme.

The weights on TROSS, for both Purchased and Direct Care sum to the total number of outpatients within each calendar month. The weights provide unbiased estimates both within a given month, for quarters, and across years.

## Civilian Benchmark Survey

Each quarter, a Civilian Benchmark survey was conducted using members of Synovate's Consumer Opinion Panel who have recently seen a provider for themselves or their child. Panel members were sent an email invitation to participate in the study and took the survey online. The survey instruments were modified slightly to make them appropriate for civilians, but otherwise replicated the main TROSS instruments. For reporting purposes, respondents were categorized by type of visit (emergency, pediatric, primary care, or speciality care), age and gender. The benchmark scores reported in this annual report are based on respondents from four quarterly benchmark surveys. A detailed summary of the Civilian Benchmark is available in Appendix B.

## Composite Scores

Composites follow the C & G CAHPS standard calculation methods. For more information about the CAHPS Composites, visit:

[https://www.cahps.ahrq.gov/cahpskit/files/309-6\\_CG\\_Reporting\\_Measures\\_6pt.pdf](https://www.cahps.ahrq.gov/cahpskit/files/309-6_CG_Reporting_Measures_6pt.pdf)

- **Access to Care** – This C & G CAHPS composite focuses on questions relating to getting appointments and health care when needed. This is composed of five questions (Q8, 10, 13, 15, and 16): *Received appointment as soon as need for care you needed right away; Received appointment as soon as need for a check-up or routine care; Get an answer to your medical question during business hours on the same day you called; Receive answer as soon as needed after regular hours; and See provider within 15 minutes of your appointment time.*
- **Doctors Communicate** – This C & G CAHPS composite focuses on questions relating to how well doctors communicate. This is composed of six questions (Q17, 18, 20, 21, 22, and 23): *Explain things in an easy to understand way; Listen carefully to you; Give easy to understand instructions about your health care; Know the important information about your medical history; and Spend enough time with you.*

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<sup>1</sup> Deming, W. E., & Stephan, F. F. (1940). On a least squares adjustment of a sample frequency table when the expected marginal totals are known. *Annals of Mathematical Statistics*, 11, 427–444.

- **Office Staff** – This C & G CAHPS composite focuses on questions relating to the courteousness and helpfulness of office staff. This is composed of two questions (Q28 and 29) *Helpful as you thought they should be* and *Treat you with courtesy and respect*.

The DoD Composites (see Table A8) follow the same calculation methods as the C & G CAHPS Composites:

**Table A8. DoD Composites**

Composite Name	Question	Response Option
<b>Feelings Toward MHS</b>	Q30. I am a partner with my health care team	% Somewhat agree and strongly agree
	Q31. Military Health System was designed just for me	% Somewhat agree and strongly agree
	Q32. Overall rating of health care	% Scores 9 and 10
	Q34. Overall rating of TRICARE Prime	% Scores 9 and 10
	Q36. Overall rating of TRICARE Standard, Extra, or TRICARE for Life benefits	% Scores 9 and 10
<b>Mental Health Care</b>	Q37c. How much a problem was to get treatment or counseling	% Not a problem
	Q37D. Rating of treatment or counseling	% Scores 8, 9, and 10

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**Appendix B:**  
**Civilian Benchmark Survey**



## **Civilian Benchmark Survey**

One of the goals of TROSS is to compare the satisfaction of TRICARE beneficiaries to a relevant external benchmark. To this end, a Civilian Benchmark survey is conducted each quarter, whereby an external population is surveyed using instruments as similar as possible to the TROSS instruments. The resulting data are then adjusted to correct for certain differences between TROSS respondents and the external respondents—in particular, differences in age, gender, and type of healthcare received.

This section describes the methods employed in conducting this quarterly benchmark survey and in calculating benchmark scores to which TROSS scores can be appropriately and meaningfully compared.

### **Civilian Benchmark Sample**

The sample for the Civilian Benchmark survey is drawn from Synovate's Consumer Opinion Panel, which comprises roughly 500,000 households in the United States. The panel is designed to be broadly representative of the general population of the United States, and the particular sample that is drawn for the Civilian Benchmark survey is further balanced to ensure that it resembles the U.S. population in terms of region, income, household size, age, and population density.

Respondents to the Civilian Benchmark survey are screened to determine whether they have had a recent outpatient experience. In the first two quarters of 2008, Civilian Benchmark respondents were required to have had an outpatient experience in the preceding 12 months. In the second two quarters of 2008, the design was enhanced to distinguish between those who had had an outpatient experience in the previous 3 months versus those who had an outpatient experience in the previous 12 months. Respondents who did not meet these criteria were not included in the Civilian Benchmark survey. The Civilian Benchmark surveys includes outpatient experiences of both adults and children.

In each of the first two quarters of 2008, 5,000 panel members were selected into the sample; in each of the next two quarters, after the design was enhanced to distinguish between outpatient experiences in the previous 3 versus 12 months, 7,500 panel members were selected. In general, the response rate was around 25%, such that roughly 1,675 individuals responded in each of the first two quarters, and roughly 2,025 in each of the next two quarters.

### **Civilian Benchmark Instruments**

The Civilian Benchmark instruments are designed to be as similar as possible to the TROSS while, at the same time, being appropriate for a general civilian population. Consumer Opinion Panel members who are selected into the benchmark sample are sent an email invitation to participate in the survey online. After one week, those who have not responded are sent a second email invitation. Data collection continues for one more week and concludes two weeks after the initial invitation was sent.

In general, the online survey resembles the Internet version of the TROSS, and the rules concerning entry of responses etc. are identical. For example, as in TROSS itself, all questions must be answered in order for a respondent's data to be treated as a complete return.

### **Calculation of Civilian Benchmark Scores**

Civilian Benchmark respondents differ from TROSS respondents in demographic and other respects, and there is reason to believe that some of these differences will affect respondents' assessments of their healthcare experiences and satisfaction. Consequently, there are statistical adjustments made in order to obtain benchmark scores that are relevant to the TROSS.

There are three important ways in which benchmark respondents tend to differ from TROSS respondents: age, gender, and type of health care received (emergency care, pediatric care, primary care, or specialty care). Furthermore, TROSS respondents are not homogeneous on these dimensions; in fact, Direct Care respondents and Purchased Care respondents differ greatly in age, gender, and type of care received. Consequently, three sets of benchmark scores are calculated: benchmarks for TROSS Direct Care scores, benchmarks for TROSS Purchased Care scores, and benchmarks for TROSS overall scores (Direct Care and Purchased Care combined). Table B1 provides an example using the Balanced Scorecard cut of Q32 *Overall Satisfaction with Outpatient Care*.

To make these adjustments, benchmark respondents are classified into 17 subgroups that represent different combinations of age, gender, and type of health care received (see Column A). Survey scores are calculated *within* these 17 subgroups. Column B,  $S_i$ , represents the score given by 2009 benchmark respondents who fall into each of these 17 categories. Columns C, D, and E show the percentages of TROSS respondents in these 17 different subgroups for Direct Care ( $P_{DC,i}$ ), for Purchased Care ( $P_{PC,i}$ ), and MHS Wide ( $P_i$ ).

In order to calculate the benchmark for the TROSS Direct Care score with a top-three box rating (8, 9, or 10) on Q32 *Overall Satisfaction with Outpatient Care*, we combine the scores given by benchmark respondents in the 17 categories with the percentages of TROSS respondents who fall in the 17 categories:

$$\text{DC Benchmark} = \sum_{i=1}^{17} P_{DC,i} S_i = (3.64\%)(0.622) + (10.39\%)(0.7742) + \dots$$

Then, we sum the benchmark scores in the 17 subgroups using allocation parameters that weight them to resemble the percentages of TROSS 2009 Direct Care respondents in the 17 subgroups. This results in a 2009 Direct Care benchmark score of 66.60% for *Overall Satisfaction with Outpatient Care*.

$$\text{PC Benchmark} = \sum_{i=1}^{17} P_{PC,i} S_i = (1.98\%)(0.622) + (7.52\%)(0.7742) + \dots$$

$$\text{MHS Wide Benchmark} = \sum_{i=1}^{17} P_i S_i = (2.57\%)(0.622) + (8.54\%)(0.7742) + \dots$$

When calculating benchmark scores in this manner, it levels the playing field with respect to age, gender, and type of care. Simply put, the benchmark score answers the question, How would the general civilian healthcare system score on the TROSS *if* its patient population resembled the TROSS respondent population in terms of age, gender, and type of care? By adjusting for these differences, we arrive at fair benchmarks for TROSS scores.

**Table B1. Civilian Benchmark Allocation Parameters**

Column A	Column B	Column C	Column D	Column E
	2009 benchmark respondents' score for Q32	% TROSS 2009 DC respondents	% TROSS 2009 PC respondents	% TROSS MHS Wide respondents
Subgroup	$S_i$	$P_{DC,i}$	$P_{PC,i}$	$P_i$
ER Only (no children)	62.20	3.64	1.98	2.57
Child (ER, Primary, Specialty) - All genders	77.42	10.39	7.52	8.54
18-34 Specialty Care Both Genders	68.02	21.06	5.55	11.04
35-54 Specialty Care Male	62.32	7.64	2.92	4.59
35-54 Specialty Care Female	71.41	4.27	5.18	4.86
55-64 Specialty Care Male	78.42	1.64	3.08	2.57
55-64 Specialty Care Female	71.04	1.22	4.01	3.02
65+ Specialty Care Male	85.35	1.50	10.51	7.32
65+ Specialty Care Female	89.57	0.84	11.23	7.55
18-34 Primary Care Male	51.25	13.64	0.88	5.40
18-34 Primary Care Female	59.83	11.56	3.07	6.08
35-54 Primary Care Male	62.90	9.53	2.72	5.14
35-54 Primary Care Female	71.72	5.63	4.64	4.99
55-64 Primary Care Male	75.06	2.23	2.90	2.66
55-64 Primary Care Female	76.33	1.93	4.26	3.44
65+ Primary Care Male	89.02	1.71	13.31	9.20
65+ Primary Care Female	86.97	1.58	16.22	11.03

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**Appendix C:**  
**Adult Survey Instrument**







According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

**Authority:** 10 U.S.C., Chapter 55; Section 706, Public Law 102-484; E.O. 9397.

**Purpose:** This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

**Routine Uses:** None

**Disclosure:** Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

#### PRIVACY STATEMENT

*Providing information in this survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond.*

*However, maximum participation is encouraged so that the data will be complete and representative. Your survey response will be treated as confidential, identifying information will be used only by person engaged in, and for the purposes of, the survey research.*

*However, if during this survey you indicate a direct threat to harm yourself or others, we are required to forward information about that threat to appropriate authorities for action, which will likely include their contacting you.*

#### YOUR HEALTH PROVIDER

1. Our records show that you got care from the provider or at the location named below on (POP IN VISIT DATE).

(POP IN PROVIDER OR MTF)

Is that right?

☐ Yes ☐ No → **Go to #30**

*A health provider is a doctor, nurse or anyone else you would see for health care. The questions in this survey booklet will refer to the provider you saw on (POP IN VISIT DATE) as "this provider." Please think of that provider as you answer the survey. Even if you only saw this provider once this year, please fill out this survey.*

2. Is this the provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

☐ Yes ☐ No

3. How long have you been going to this provider?

☐ Less than 6 months  
☐ At least 6 months but less than 1 year  
☐ At least 1 year but less than 3 years  
☐ At least 3 years but less than 5 years  
☐ 5 years or more

- 3a. How much do you agree with the following statement?

In general, I am able to see my provider when needed.

☐ Strongly Disagree  
☐ Disagree  
☐ Neither Agree nor Disagree  
☐ Agree  
☐ Strongly Agree

- 3b. How many days did you have to wait between making the appointment and actually seeing a provider?

☐ Same day ☐ 8 to 30 days  
☐ 1 to 7 days ☐ 31 days or more

- 3c. Overall, how satisfied are you with the health care you received?

☐ Completely Dissatisfied  
☐ Somewhat Dissatisfied  
☐ Neither Satisfied nor Dissatisfied  
☐ Somewhat Satisfied  
☐ Completely Satisfied

#### YOUR CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

*These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include any times you went for dental care visits.*

4. In the last 12 months, how many times did you visit this provider to get care for yourself?

☐ None → **Go to #30**  
☐ 1 time ☐ 4  
☐ 2 ☐ 5 to 9  
☐ 3 ☐ 10 or more times

5. In the last 12 months, did you make an appointment with this provider's office by phone?

☐ Yes ☐ No → **Go to #7**

6. In the last 12 months, when you made an appointment through the phone how would you rate the ease of making this appointment?

☐ Excellent ☐ Fair  
☐ Very good ☐ Poor  
☐ Good

7. In the last 12 months, did you phone this provider's office to get an appointment for an illness, injury, or condition that needed care right away?

☐ Yes ☐ No → **Go to #9**

8. In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you thought you needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
9. In the last 12 months, did you make any appointments for a check-up or routine care with this provider?
- ☐ Yes      ☐ No → [Go to #11](#)
10. In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you thought you needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
11. What was the biggest problem you had, if any, in scheduling appointments? *Please mark only one.*
- ☐ N/A - I did not need an appointment  
☐ I did not have any problems in scheduling appointments  
☐ No appointment was available  
☐ I could not get an appointment that worked with my schedule  
☐ No consult or referral was in the system  
☐ Phone was busy and I couldn't get through  
☐ No one would answer the phone  
☐ I was on hold too long  
☐ Process to schedule an appointment was too long  
☐ Other (Please specify):  
\_\_\_\_\_  
\_\_\_\_\_
12. In the last 12 months, did you phone this provider's office with a medical question during regular office hours?
- ☐ Yes      ☐ No → [Go to #14](#)
13. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
14. In the last 12 months, did you phone this provider's office with a medical question after regular office hours?
- ☐ Yes      ☐ No → [Go to #16](#)
15. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
16. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
17. In the last 12 months, how often did this provider explain things in a way that was easy to understand?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
18. In the last 12 months, how often did this provider listen carefully to you?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
19. In the last 12 months, did you talk with this provider about any health problems or concerns?
- ☐ Yes      ☐ No → [Go to #21](#)
20. In the last 12 months, how often did this provider give you easy to understand instructions about taking care of these health problems or concerns?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
21. In the last 12 months, how often did this provider seem to know the important information about your medical history?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
22. In the last 12 months, how often did this provider show respect for what you had to say?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
23. In the last 12 months, how often did this provider spend enough time with you?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
- 24a. In the last 12 months, did you take any prescription medicine?
- ☐ Yes      ☐ No → [Go to #25](#)
24. In the last 12 months, how often did this provider talk with you about all the different prescription medicines you are using, including medicines prescribed by other providers?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always

25. In the last 12 months, did this provider order a blood test, x-ray or other test for you?

☐ Yes ☐ No → [Go to #27](#)

26. In the last 12 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

27. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worst provider possible					Best provider possible					

### CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

28. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

29. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

### YOUR HEALTH CARE

*For the next two questions, thinking about the Military Health System, how much would you agree with the following statements:*

30. I am a partner with my health care team. They know and care about improving my health.

☐ No Opinion  
☐ Strongly Disagree  
☐ Somewhat Disagree  
☐ Neither Agree nor Disagree  
☐ Somewhat Agree  
☐ Strongly Agree

31. It feels like the Military Health System was designed just for me.

☐ No Opinion  
☐ Strongly Disagree  
☐ Somewhat Disagree  
☐ Neither Agree nor Disagree  
☐ Somewhat Agree  
☐ Strongly Agree

32. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate your health care?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Worst health  
care possible

Best health  
care possible

33. Are you enrolled in TRICARE Prime?

☐ Yes, enrolled  
☐ No, not enrolled → [Go to #35](#)  
☐ Not sure if enrolled → [Go to #35](#)

34. Using any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate TRICARE Prime?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Worst health  
plan possible

Best health  
plan possible

35. Have you used TRICARE Standard, Extra or TRICARE for Life benefits?

☐ Yes, have used benefits  
☐ No, have not used benefits → [Go to #37](#)  
☐ Not sure if used TRICARE Standard, Extra or TRICARE for Life benefits → [Go to #37](#)

36. Using any number from 0 to 10 where 0 is the worst benefits possible and 10 is the best benefits possible, what number would you use to rate TRICARE Standard, Extra or TRICARE for Life benefits?

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Worst benefits  
possible

Best benefits  
possible

37. The time(s) that you used a non-military treatment facility (non MTF), which of the following explain(s) why you did NOT receive care at a military treatment facility (MTF)? *Please mark all that apply.*

☐ N/A - Have only used an MTF  
☐ Too difficult to get appointment at an MTF  
☐ I cannot see the same provider each time  
☐ Referred to a non-MTF provider  
☐ I get better care from civilian providers  
☐ The services I need are not available  
☐ Used non-TRICARE insurance  
☐ The MTF I use has been closed  
☐ Needed care because of an emergency  
☐ Prefer to see regular non-MTF physician  
☐ I never get care at an MTF  
☐ MTF is too far away  
☐ Difficulty in getting to an MTF  
☐ Not eligible for care at an MTF  
☐ Other (Please specify):  
\_\_\_\_\_  
\_\_\_\_\_

37a. In general, how would you rate your overall mental or emotional health now?

- ☐ Excellent      ☐ Fair  
☐ Very good      ☐ Poor  
☐ Good

37b. In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- ☐ Yes      ☐ No → **Go to #38**

37c. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?

- ☐ A big problem  
☐ A small problem  
☐ Not a problem

37d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

- |  |                          |                          |                          |                          |                                       |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 0                                      | 1                        | 2                        | 3                        | 4                        | 5                                     | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Worst treatment or counseling possible |                          |                          |                          |                          | Best treatment or counseling possible |                          |                          |                          |                          |                          |

#### ABOUT YOU

38. In general, how would you rate your overall health?

- ☐ Excellent      ☐ Fair  
☐ Very good      ☐ Poor  
☐ Good

39. A health provider is a doctor, nurse or anyone else you would see for health care. In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

- ☐ Yes      ☐ No → **Go to #41**

40. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- ☐ Yes      ☐ No

41. Do you need to take medicine prescribed by a provider? Do not include birth control.

- ☐ Yes      ☐ No → **Go to #43**

42. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- ☐ Yes      ☐ No

43. What is your age?

- |                                   |                                      |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 55 to 64    |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 65 to 74    |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 75 or older |
| <input type="checkbox"/> 45 to 54 |                                      |

44. Are you male or female?

- ☐ Male      ☐ Female

45. What is the highest grade or level of school that you have completed?

- ☐ 8th grade or less  
☐ Some high school, but did not graduate  
☐ High school graduate or GED  
☐ Some college or 2-year degree  
☐ 4-year college graduate  
☐ More than 4-year college degree

46. Are you of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino  
☐ No, not Hispanic or Latino

47. What is your race? *Please mark one or more.*

- ☐ White  
☐ Black or African American  
☐ Asian  
☐ Native Hawaiian or other Pacific Islander  
☐ American Indian or Alaskan Native

48. Did someone help you complete this survey?

- ☐ Yes → **Go to #49**  
☐ No → **THANK YOU. PLEASE RETURN THE COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE**

49. How did that person help you? *Mark all that apply.*

- ☐ Read the questions to me  
☐ Wrote down the answers I gave  
☐ Answered the questions for me  
☐ Translated the questions into my language  
☐ Helped in some other way  
(Please print)

**THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY!** Your generous contribution will greatly aid efforts to improve the health of our military community.

**Return your survey in the postage-paid envelope.** If the envelope is missing, please send to:

Office of the Assistant Secretary of Defense (HA)  
TMA/HPAE  
c/o Synovate  
PO Box 5030  
Chicago, IL 60680-4135

**Appendix C:**  
**Child Survey Instrument**





According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

**Authority:** 10 U.S.C., Chapter 55; Section 706, Public Law 102-484; E.O. 9397.

**Purpose:** This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

**Routine Uses:** None

**Disclosure:** Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

#### PRIVACY STATEMENT

*Providing information in this survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond.*

*However, maximum participation is encouraged so that the data will be complete and representative. Your survey response will be treated as confidential, identifying information will be used only by person engaged in, and for the purposes of, the survey research.*

*However, if during this survey you indicate a direct threat to harm yourself or others, we are required to forward information about that threat to appropriate authorities for action, which will likely include their contacting you.*

#### YOUR CHILD'S HEALTH PROVIDER

Please answer the questions for (POP IN SAMPLE NAME).

Please do not answer for any other children.

1. Our records show that your child got care from the provider or at the location named below on (POP IN VISIT DATE).

(POP IN PROVIDER NAME or MTF)

Is that right?

☐ Yes ☐ No → **Go to #30**

A health provider is a doctor, nurse or anyone else your child would see for health care. The questions in this survey booklet will refer to the provider your child saw on (POP IN VISIT DATE) as "this provider." Please think of that provider as you answer the survey. Even if your child only saw this provider once this year, please fill out the survey.

2. Is this the provider you usually see if your child needs a check-up or gets sick or hurt?

☐ Yes ☐ No

3. How long has your child been going to this provider?

☐ Less than 6 months  
☐ At least 6 months but less than 1 year  
☐ At least 1 year but less than 3 years  
☐ At least 3 years but less than 5 years  
☐ 5 years or more

- 3a. How much do you agree with the following statement?

In general, my child is able to see his or her provider when needed.

☐ Strongly Disagree  
☐ Disagree  
☐ Neither Agree nor Disagree  
☐ Agree  
☐ Strongly Agree

- 3b. How many days did you have to wait between making your child's appointment and actually seeing a provider?

☐ Same day ☐ 8 to 30 days  
☐ 1 to 7 days ☐ 31 days or more

- 3c. Overall, how satisfied are you with the health care your child received?

☐ Completely Dissatisfied  
☐ Somewhat Dissatisfied  
☐ Neither Satisfied nor Dissatisfied  
☐ Somewhat Satisfied  
☐ Completely Satisfied

#### YOUR CHILD'S CARE FROM THIS PROVIDER IN THE LAST 12 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 12 months, how many times did your child visit this provider to get care?

☐ None → **Go to #30**  
☐ 1 time ☐ 4  
☐ 2 ☐ 5 to 9  
☐ 3 ☐ 10 or more times

5. In the last 12 months, did you make an appointment for your child with this provider's office by phone?

☐ Yes ☐ No → **Go to #7**

6. In the last 12 months, when you made an appointment for your child by phone how would you rate the ease of making this appointment?

☐ Excellent ☐ Fair  
☐ Very good ☐ Poor  
☐ Good

7. In the last 12 months, did you phone this provider's office to get an appointment for your child for an illness, injury, or condition that needed care right away?

☐ Yes ☐ No → **Go to #9**



8. In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as you thought your child needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
9. In the last 12 months, did you make any appointments for a check-up or routine care for your child with this provider?
- ☐ Yes      ☐ No → [Go to #11](#)
10. In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as you thought your child needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
11. What was the biggest problem you had, if any, in scheduling appointments? *Please mark only one.*
- ☐ N/A – My child did not need an appointment  
☐ I did not have any problems in scheduling appointments  
☐ No appointment was available  
☐ I could not get an appointment that worked with my schedule  
☐ No consult or referral was in the system  
☐ Phone was busy and I couldn't get through  
☐ No one would answer the phone  
☐ I was on hold too long  
☐ Process to schedule an appointment was too long  
☐ Other (Please specify):  
\_\_\_\_\_  
\_\_\_\_\_
12. In the last 12 months, did you phone this provider's office with a medical question about your child during regular office hours?
- ☐ Yes      ☐ No → [Go to #14](#)
13. In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
14. In the last 12 months, did you phone this provider's office with a medical question about your child after regular office hours?
- ☐ Yes      ☐ No → [Go to #16](#)
15. In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
16. Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
17. In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
18. In the last 12 months, how often did this provider listen carefully to you?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
19. In the last 12 months, did you talk with this provider about any problems or concerns you had about your child's health?
- ☐ Yes      ☐ No → [Go to #21](#)
20. In the last 12 months, how often did this provider give you easy to understand instructions about taking care of these health problems or concerns?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
21. In the last 12 months, how often did this provider seem to know the important information about your child's medical history?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
22. In the last 12 months, how often did this provider show respect for what you had to say?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
23. In the last 12 months, how often did this provider spend enough time with your child?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always
- 24a. In the last 12 months, did your child take any prescription medicine?
- ☐ Yes      ☐ No → [Go to #25](#)
24. In the last 12 months, how often did this provider talk with you about all of the different prescription medicines your child is using, including medicines prescribed by other providers?
- ☐ Never      ☐ Usually  
☐ Almost Never      ☐ Almost Always  
☐ Sometimes      ☐ Always



25. In the last 12 months, did this provider order a blood test, x-ray or other test for your child?

☐ Yes ☐ No → [Go to #27](#)

26. In the last 12 months, when this provider ordered a blood test, x-ray or other test for your child, how often did someone from this provider's office follow up to give you those results?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

27. Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?

0 1 2 3 4 5 6 7 8 9 10  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐  
Worst provider possible Best provider possible

### CLERKS AND RECEPTIONISTS AT THIS PROVIDER'S OFFICE

28. In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

29. In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?

☐ Never ☐ Usually  
☐ Almost Never ☐ Almost Always  
☐ Sometimes ☐ Always

### YOUR CHILD'S HEALTH CARE

*For the next two questions, thinking about the Military Health System, how much would you agree with the following statements:*

30. I am a partner with my health care team. They know and care about improving my child's health.

☐ No Opinion  
☐ Strongly Disagree  
☐ Somewhat Disagree  
☐ Neither Agree nor Disagree  
☐ Somewhat Agree  
☐ Strongly Agree

31. It feels like the Military Health System was designed just for my child.

☐ No Opinion  
☐ Strongly Disagree  
☐ Somewhat Disagree  
☐ Neither Agree nor Disagree  
☐ Somewhat Agree  
☐ Strongly Agree

32. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate your child's health care?

0 1 2 3 4 5 6 7 8 9 10  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐  
Worst health care possible Best health care possible

33. Is your child enrolled in TRICARE Prime?

☐ Yes, enrolled  
☐ No, not enrolled → [Go to #35](#)  
☐ Not sure if enrolled → [Go to #35](#)

34. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate TRICARE Prime?

0 1 2 3 4 5 6 7 8 9 10  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐  
Worst health plan possible Best health plan possible

35. Has your child used TRICARE Standard, Extra, or TRICARE for Life benefits?

☐ Yes, have used benefits  
☐ No, have not used benefits → [Go to #37](#)  
☐ Not sure if used TRICARE Standard, Extra or TRICARE for Life benefits → [Go to #37](#)

36. Using any number from 0 to 10, where 0 is the worst benefits possible and 10 is the best benefits possible, what number would you use to rate TRICARE Standard, Extra or TRICARE for Life benefits?

0 1 2 3 4 5 6 7 8 9 10  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐  
Worst benefits possible Best benefits possible

37. The time(s) that you used a non-military treatment facility (non MTF), which of the following explain(s) why your child did NOT receive care at a military treatment facility (MTF)? *Please mark all that apply.*

☐ N/A - Have only used an MTF  
☐ Too difficult to get appointment at an MTF  
☐ I cannot see the same provider each time  
☐ Referred to a non-MTF provider  
☐ I get better care from civilian providers  
☐ The services I need are not available  
☐ Used non-TRICARE insurance  
☐ The MTF I use has been closed  
☐ Needed care because of an emergency  
☐ Prefer to see a regular non-MTF physician  
☐ I never get care at an MTF  
☐ MTF is too far away  
☐ Difficulty in getting to an MTF  
☐ Not eligible for care at an MTF  
☐ Other (Please specify):  
\_\_\_\_\_  
\_\_\_\_\_

37a. In general, how would you rate your child's overall mental or emotional health now?

- ☐ Excellent      ☐ Fair  
☐ Very good      ☐ Poor  
☐ Good

37b. In the last 12 months, did your child need any treatment or counseling for a personal or family problem?

- ☐ Yes      ☐ No → **Go to #38**

37c. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling your child needed through your health plan?

- ☐ A big problem  
☐ A small problem  
☐ Not a problem

37d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your child's treatment or counseling in the last 12 months?

- 0    1    2    3    4    5    6    7    8    9    10  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Worst treatment or counseling possible      Best treatment or counseling possible

#### ABOUT YOUR CHILD AND YOU

38. In general, how would you rate your child's overall health?

- ☐ Excellent      ☐ Fair  
☐ Very good      ☐ Poor  
☐ Good

39. What is your child's age?

- ☐ Less than 1 year old  
\_\_\_\_ YEARS OLD *Write in.*

40. Is your child male or female?

- ☐ Male      ☐ Female

41. Is your child of Hispanic or Latino origin or descent?

- ☐ Yes, Hispanic or Latino  
☐ No, not Hispanic or Latino

42. What is your child's race? *Mark one or more.*

- ☐ White  
☐ Black or African American  
☐ Asian  
☐ Native Hawaiian or other Pacific Islander  
☐ American Indian or Alaskan Native

43. What is your age?

- ☐ 18 to 24      ☐ 55 to 64  
☐ 25 to 34      ☐ 65 to 74  
☐ 35 to 44      ☐ 75 or older  
☐ 45 to 54

44. Are you male or female?

- ☐ Male      ☐ Female

45. What is the highest grade or level of school that **you** have completed?

- ☐ 8th grade or less  
☐ Some high school, but did not graduate  
☐ High school graduate or GED  
☐ Some college or 2-year degree  
☐ 4-year college graduate  
☐ More than 4-year college degree

46. How are you related to the child?

- ☐ Mother or father  
☐ Grandparent  
☐ Aunt or uncle  
☐ Older brother or sister  
☐ Other relative  
☐ Legal guardian  
☐ Someone else: \_\_\_\_\_

47. Did someone help you complete this survey?

- ☐ Yes → **Go to #48**  
☐ No → **THANK YOU. PLEASE RETURN THE COMPLETED SURVEY IN THE POSTAGE-PAID ENVELOPE**

48. How did that person help you? *Mark all that apply.*

- ☐ Read the questions to me  
☐ Wrote down the answers I gave  
☐ Answered the questions for me  
☐ Translated the questions into my language  
☐ Helped in some other way  
(Please print)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY!** Your generous contribution will greatly aid efforts to improve the health of our military community.

**Return your survey in the postage-paid envelope.** If the envelope is missing, please send to:

Office of the Assistant Secretary of Defense (HA)  
TMA/HPAE  
c/o Synovate  
PO Box 5030  
Chicago, IL 60680-4135